Anness A

Ministeru	*Servizz Pubbliku ta' Malta*
L-impjieg	*Clerical Officer*

UFFIĊĊJU TAL-PRIM MINISTRU

3, PJAZZA KASTILJA, VALLETTA, MALTA

Dmirijiet u responsabbiltajiet

Responsabbiltajiet Ġenerali:

i. Kommess lejn servizz ta' eċċellenza kontinwu, bbażat fuq il-qafas tal-erba' pilastri billi jagħti **vuċi** lill-klijenti kollha tagħha, **ifassal** politiki li jindirizzaw il-ħtiġijiet tagħhom u **jipprovdi** servizz ta' kwalità f'waqtu sostnut mir-**responsabbiltà;**
ii. Marbut li jagħti servizz ta' eċċellenza lill-klijenti kollha imsawwar fuq l-impenn lejn l-istandards ta' kwalità, l-integrità, ir-rispett, il-lealtà, il-fiduċja, il-kwalità, l-imparzjalità u mingħajr diskriminazzjoni;
iii. Jintrabat li jiżviluppa aktar fil-ħiliet u l-abbiltajiet għall-avvanz ta' karriera fis-Servizz Pubbliku;
iv. Irid iżomm komunikazzjoni vertikali u orizzontali tajba billi jkun empatiku ma' membri oħra tat-tim;
v. Jiżgura li l-oġġettivi, il-miri u l-għanijiet jintlaħqu fil-ħin, kif miftiehem qabel mas-superjuri diretti;
vi. Irid iżomm ruħu aġġornat fuq l-aderenza meħtieġa ma' Direttiva 8, Direttiva 4, u regolamenti oħra tal-PSMC, kif mistenni minn Uffiċjal Pubbliku;
vii. Marbut li jservi ta' mudell għall-oħrajn u lest li jagħmel sforz żejjed għall-ġid tas-Servizz Pubbliku;
viii. Jimmira li jkun Uffiċjal Pubbliku eċċellenti b'kapaċità li jifforma parti minn tim li jwettaq il-kompiti meħtieġa;
ix. Jappoġġja l-bidliet li huma meħtieġa biex tinżamm tranżizzjoni bla xkiel fit-titjib kollu tas-sistemi li jeħtieġ li jiġu implimentati.

Other Responsibilities:

i. Jipprovdi għajnuna klerikali lit-taqsimiet amministrattivi u tekniċi tad-dipartiment;
ii. Ifassal rapporti bażiċi, bħal statistika u kontenut relatat kif mitlub mill-amministrazzjoni filwaqt li jżomm sistema ta' filing aġġornata;
iii. Jirreġistra/jqassam korrispondenza, kif ukoll jirreġistra kif meħtieġ il-moviment tal-files f'databases eżistenti;
iv. Jirrispondi mistoqsijiet ġenerali mill-pubbliku u klijenti interni skont ir-regolamenti stabbiliti u l-istandards ta' kwalità eżistenti, linji gwida, struzzjonijiet u prassi ġenerali, taħt is-superviżjoni tal-uffiċjal li jaqa' taħtu.
v. Jagħmel xogħol ta' kaxxier fir-rigward ta' ammonti żgħar ta' flus bħal infiq relatat ma' servizzi ta' rutina;
vi. Jassumi responsabbilta' għal front facing u reception desks;
vii. Jappoġġja fis-superviżjoni ta' junior staff ieħor;
viii. Iżomm ruħu aġġornat ma' regolamenti bażiċi bħal dawk stabbiliti fl-Att dwar l-Amministrazzjoni Pubblika u l-Kodiċi Maniġerjali għas-Servizz Pubbliku (PSMC), kif ukoll iżomm ruħu aġġornat mal-benefiċji offruti permezz ta' l-istess regolamenti lil Uffiċjali Pubbliċi;
ix. Jagħmel kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilu, kif jista' jkun meħtieġ; u
x. Kwalunkwe dmir ieħor kif ordnat mis-Segretarju Permanenti u/jew is-Segretarju Permanenti Ewlieni.

Annex A

Ministry	*Malta Public Service*
Job title	*Clerical Officer*

OFFICE OF THE PRIME MINISTER
3, PJAZZA KASTILJA, VALLETTA, MALTA

Duties and responsibilities

General Responsibilities:

i. Is committed towards an ongoing **service of excellence** founded on the four-pillar framework by giving a **voice** to all its customers, **designing** policies that address their needs and **delivering** a timely quality service sustained by **accountability**';
ii. Is bound to deliver a service of excellence to all customers forged on commitment to quality standards, integrity, respect, loyalty, trust, quality, impartiality and non-discrimination;
iii. Is committed to develop further in the skills and abilities for the advancement of a career in the Public Service;
iv. Is to maintain good vertical and horizontal communication using an empathic approach to deal with other team members;
v. Is to ensure the timely delivery of objectives, targets and goals as previously agreed with the direct superior;
vi. Is to keep abreast on the required adherence to Directive 8, Directive 4 and other PSMC regulations as expected of a Public Officer;
vii. Is committed to act as a role model for others and prepared to go the extra mile for the good of the Public Service;
viii. Aims at being an excellent Public Officer with an ability to form part of a team that delivers the required tasks;
ix. Is supportive of the changes that are required to maintain a smooth transition of all improvement of systems that need to be implemented.

Other Responsibilities:

i. Provides clerical support to the administrative and technical branches of the department;
ii. Compiles basic reports such as statistical data or related content as required by management whilst keeping an updated filing system;
iii. Registers/distributes incoming and outgoing mail and records as necessary file movements in existing databases;
iv. Answers general queries and FAQ's from the general public and internal clients in accordance with existing regulations and quality standards, following guidelines, instructions and general practices, under the supervision of the immediate supervising officer;
v. Handles small amounts of cash such as fees relating to routine services;
vi. Assumes responsibility for front facing and reception desks;
vii. Supports in the supervision of other junior staff;
viii. Keeps abreast of such basic regulations as those outlined in the Public Administration Act (PAA) and the Public Service Management Code (PSMC), whilst keeping adjourned on benefits offered through the same to Public Officers;
ix. Undertakes any other tasks, which the superior may delegate to him/her, as may be required; and
x. Any other duties as directed by the Permanent Secretary and/or Principal Permanent Secretary.