

# Anness A

Ministeru	Servizz Pubbliku ta' Malta
L-impjieg	Junior Clerk



UFFIĊĊJU TAL-PRIM MINISTRU  
3, PIAZZA KASTILJA, VALLETTA, MALTA

## Dmirijiet u responsabbiltajiet

### Responsabbiltajiet Ġenerali:

- i. Kommess lejn servizz ta' eċċellenza kontinwu, bbażat fuq il-qafas tal-erba' pilastru 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-avanz 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'kapacità li jiffirma parti minn tim li jwettaq il-kompiti meħtieġa;
- ix. Jappoġġja l-bidliet li huma meħtieġa biex tinzamm tranżizzjoni bla xkiel fit-titjib kollu tas-sistemi li jeħtieġ li jiġu implimentati.

### Responsabbiltajiet Oħra:

- i. Xogħol ta' kaxxier u ż-żamma ta' rekords relattivi; żamma ta' rekords tal-irċevuti u materjal ta' stores;
- ii. Ikkupjar, , iffajljar, iħaddem għodda tal-uffiċini u kompjuters u xogħol ħafif mekkaniku fl-uffiċċju;
- iii. Jista' jkun abbinat ma' uffiċċji tekniċi jew professjonali fuq dmirijiet klerikali jew ta' book-keeping bażiku;
- iv. Jirċievi u jibgħat messaġġi bit-telefon;
- v. Jista' jintalab jagħti tagħrif u jgħaddi rapporti dwar ilmenti;
- vi. Jagħmel kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilu/ha, kif jista' jkun meħtieġ; u
- vii. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

# Annex A

<b>Ministry</b>	<i>Malta Public Service</i>
<b>Job title</b>	<i>Junior Clerk</i>



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. Collects and pays cash and keeps relative records; keeps records of the receipt and issue of stores;
- ii. Copies, files, operates office machinery and computer workstations and undertakes minor mechanical office work;
- iii. May be attached to professional or technical offices for clerical or basic book-keeping duties;
- iv. Receives/relays telephone messages;
- v. May be required to answer queries and submit reports in respect of complaints;
- vi. Undertakes any other tasks, which the superior may delegate to him/her, as may be required; and
- vii. Any other duties as directed by the Principal Permanent Secretary.