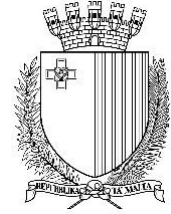


Anness A

Ministeru	<i>Servizz Pubbliku ta' Malta</i>
L-impjieg	<i>Administration Officer</i>



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

Dmirijiet u responsabbiltajiet

Responsabbiltajiet Ġenerali:

- i. Kommiss 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-impazzjalità 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. jeżamina mill-qrib każijiet li ma jaqgħux fl-ambitu tal-policies u l-proċeduri stabbiliti, filwaqt li jirrakkomanda azzjoni xierqa lill-kapijiet tiegħu;
- ii. jagħti pariri lill-kapijiet tiegħu fuq x'inhu meħtieġ biex l-operat tat-taqsima tiegħu jimxi sew flimkien ma' pariri fuq oqsma oħra ta' esperjenza/kompetenza relatati;
- iii. jitratta mistoqsijiet ta' klijenti speċifiċi u l-ilmenti mressqa mill-istaff ta' taħtu;
- iv. jimplementa l-policies dipartimentali fuq firxa wiesgħa ta' attivitajiet/servizzi mogħtija mid-dipartiment taħt id-direzzjoni tal-management;
- v. joħloq u iżomm databases (ECDL livell standard);
- vi. jiġbor materjal, jagħmel abbozzi u jwettaq proofreading ta' dokumenti għall-konsiderazzjoni tal-management;
- vii. jattendi laqgħat biex jappoġġja lill-middle management kif meħtieġ;
- viii. possibbilment ikun meħtieġ biex:
 - a. jagħmel dmirijiet ta' segretarju tal-bordijiet, kumitati, kummissjonijiet u jikteb rapporti, iżomm il-minuti u jieħu ħsieb korrispondenza;
 - b. ikun il-kap ta' sezzjoni f'dipartiment u jkun responsabbli tat-taħriġ tal-istaff ta' taħtu filwaqt li jidentifika taħriġ necessarju;
 - c. jagħmel moniteragg tax-xogħol u tal-istaff ta' gradi anqas biex jiżgura li l-iskedi taż-żmien biex il-proċeduri jitwettqu jiġu effettivament rispettati;
 - d. flimkien mal-istaff ta' taħtu (bħal Uffiċjali Eżekuttivi) jiżgura li x-xogħol jibqa' għaddej bla tfixkil; u
 - e. jagixxi bħala koordinatur ta' avvenimenti;
- ix. ikun familjari mal-leġislazzjoni pertinenti, bħal, l-Att dwar l-Amministrazzjoni Pubblika (PAA) u l-Public Service Management Code (PSMC)/manwali relatati;
- x. jagħmel kwalunkwe komputu ieħor li s-superjuri jista' jiddelega lilu/ha, kif jista' jkun meħtieġ; u
- xi. kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

Ministry	<i>Malta Public Service</i>
Job title	<i>Administration Officer</i>



OFFICE OF THE PRIME MINISTER
3, P.JAZZA 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. scrutinises cases that do not fall within the scope of approved policy and procedures, and recommends appropriate action to management;
- ii. advises management on the operational requirements of the unit/section and related areas of experience/expertise;
- iii. deals with specific customer queries and complaints referred by junior staff;
- iv. implements departmental policy over a wide range of activities/services rendered by the department under the direction of management;
- v. creates and maintains databases (ECDL standard level);
- vi. compiles, drafts and proofreads documents for the consideration of management;
- vii. attends meetings to support middle management as required;
- viii. possibly be required to:
 - a. act as secretary to boards, committees, commissions and be required to write reports, to keep minutes and to deal with correspondence;
 - b. head an office within a department section and be responsible for training junior staff, or identifying training needs;
 - c. monitor workflow and junior staff to ensure timely procedures are being effectively adhered to;
 - d. ensure with junior staff (such as Executive Officers) the smooth day to day conduct of business; and
 - e. act as an events coordinator;
- ix. is familiar with pertinent legislation, such as, the Public Administration Act (PAA) and the Public Service Management Code (PSMC)/related manuals and Procedures;
- x. undertakes any other tasks, which the superior may delegate to him/her, as may be required; and
- xi. any other duties as directed by the Principal Permanent Secretary.