

Anness A

Ministeru	Ministeru għal Ghawdex u l-Ippjanar
L-impjeg	Manager II



GVERN TA' MALTA
MINISTERU GĦAL GĦAWDEX
U L-IPPJANAR

Pjazza San Frangisk, ir-Rabat, Ghawdex

Dmirijiet u responsabbiltajiet

- i. Jimmaniġja x-xogħol imwettaq mill-Customer Care Branch tal-WBRU u jiżgura t-tlestija b'suċċess tal-kompiti kollha tiegħu skont Direttiva 4-1 "Standards għal servizz ta' eċċellenza offrut mill-amministrazzjoni pubblika lill-pubbliku u lill-impjegati pubbliċi;
- ii. Iżomm ruħu aġġornat mal-iżviluppi rilevanti fl-oqsma relatati mal-konservazzjoni tal-għasafar selvaġġi biex ikun jista' jipprovdi informazzjoni preċiża, valida u kompleta bl-użu tal-metodi u l-għodod it-tajbin lill-impjegati taħt ir-responsabbiltà tiegħu u lill-klijenti;
- iii. Jidentifika u jivvaluta l-ħtiġijiet tal-klijenti sabiex ifassal u/jew jirrevedi proċeduri u linji gwida eżistenti sabiex jimmaniġġja b'mod effettiv il-ħtiġijiet tal-klijenti;
- iv. Jippjana, jikkummissjona u jwettaq programmi ta' edukazzjoni għall-klijenti relatati mal-governanza tal-kaċċa sostenibbli u l-konservazzjoni tal-għasafar selvaġġi;
- v. Jimmaniġġja l-ħlasijiet, joħroġ irċevuti, jżzomm rekords adegwati, jirrikonċilja l-kontijiet u jfassal rapporti finanzjarji hekk kif meħtieġ għall-funzjonament tat-Taqsima;
- vi. Jikkonsulta ma' firxa wiesgħa ta' partijiet interessati, inkluż ma'awtoritajiet oħra, NGOs ambjentali u assoċjazzjonijiet tal-kaċċaturi / nassaba;
- vii. Jaħdem bħala membru tat-tim u jiżgura l-koordinazzjoni u l-kontinwità tal-attivitajiet tax-xogħol internament u jrawwem netwerks affidabbli mal-partijiet interessati;
- viii. Jiċċekkja l-proċessi tax-xogħol u jiżgura li s-sistemi tax-xogħol jinżammu sew skont il-proċeduri operattivi standard u l-KPIs stabbiliti.
- ix. Jassisti fl-akkwist, l-ibbaġitjar, l-ippjanar tar-rizorsi interni u funzjonijiet oħra relatati;
- x. Jikkontribwixxi għar-rappurtar regolari inkluż ir-Rapport Annwali u l-Ippjanar tan-Negozju;
- xi. Kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilhom, skont il-ħtieġa; u
- xii. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A



St. Francis Square, ir-Rabat, Ghawdex

Ministry	Ministry for Gozo and Planning
Job title	Manager II

Duties and responsibilities

- i. Manages the work carried out by the Customer Care Branch of the WBRU and ensures the successful completion of all its tasks in accordance with Directive 4-1 "Standards for service excellence offered by the public administration to the public and employees public;
- ii. Keeps abreast with relevant developments in the areas related to conservation of wild birds to be able to provide accurate, valid and complete information using the right methods and tools to employees under his responsibilities and to customers;
- iii. Identifies and assesses customer needs in order to design and/or review existing procedures and guidelines to effectively manage customer needs;
- iv. Plans, commissions and implements client education programs related to sustainable hunting governance and conservation of wild birds;
- v. Manages payments, issues receipts, maintains adequate records, reconciles accounts and draws up financial reports as necessary for the functioning of the Unit;
- vi. Conducts consultation with a broad range of stakeholders, including with other authorities, environmental NGOs and hunters'/trappers' associations;
- vii. Works as a team member and ensures coordination and continuity of work activities internally and foster reliable networks with stakeholders;
- viii. Oversees work processes and ensures that the work systems are properly maintained according to the standard operating procedures and the established KPIs;
- ix. Assists in procurement, budgeting, internal resource planning and other related functions;
- x. Contributes to regular reporting including the Annual Report and Business Planning;
- xi. Undertakes any other tasks, which the superior may delegate to them, as may be required; and
- xii. Any other duties as directed by the Principal Permanent Secretary.