

Anness A

Ministeru	Uffiċċju tal-Prim Ministru
L-Impjeg	Manager II



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

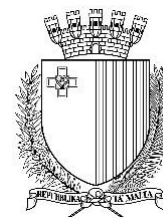
Dmirijiet u responsabbiltajiet

Jintrabat li jagħmel monitoraġġ li qed jingħata servizz ta' eċċellenza lill-klijenti kollha msejjes fuq impenn għal standards ta' kwalità, integrità, rispett, lealtà, fiduċja, kwalità, imparzjalità u nondiskriminazzjoni:

- Jimpenja ruħu lejn servizz kontinwu ta' eċċellenza bbażat fuq il-qafas tal-erba' pilastri billi jagħti lehen lill-klijenti kollha tiegħu, jiddisinja policies li jindirizzaw il-bżonnijiet tagħhom u jagħti servizz ta' kwalità f'waqtu sostnut mir-responsabbiltà;
- Jiżgura l-aderenza mal-istandards kif stabbiliti mid-Direttorat tal-Kwalità tas-Servizz u skont l-istandards stabbiliti tal-proċeduri;
- Jidentifika proċessi li jistgħu jehtiegu simplifikazzjoni, business process re-engineering u/jew titjib ieħor fil-forniment ta' servizz ta' eċċellenza;
- Iwettaq assessjar tal-kwalità kif indikat mid-Direttur (Kwalità tas-Servizz) skont kif pjanat;
- Jassisti fit-tmexxija tal-mystery shopping fi hdan l-Amministrazzjoni Pubblika, u jiżgura l-implimentazzjoni effettiva tal-Proġett tal-Mystery Shopper skont l-obbligi kuntrattwali. Ir-responsabbiltajiet jinkludu r-revizjoni bir-reqqa tar-rapporti kollha sottomessi, il-formulazzjoni ta' rakkomandazzjonijiet ibbażati fuq l-evidenza, u l-monitoraġġ tal-implimentazzjoni tagħhom. Ir-rwol jinkludi wkoll l-immaniġġjar tal-proċessi amministrattivi u tad-databases kollha marbuta ma' dan il-proġett sabiex tiġi sostnuta s-superviżjoni u r-rappurtaġġ tiegħu;
- Jimmaniġġja monitoraġġ adegwat u f'waqtu tal-implimentazzjoni tar-rakkomandazzjonijiet li joħorġu minn eżerċizzji ta' Assessjar tal-Kwalità;
- Jirrevedi f'dettal u attenzjoni rapporti ta' kwalità u jhejji pjan ta' implimentazzjoni kemm bil-Malti u kif ukoll bl-Ingliż;

- viii. Iwettaq u jipprepara rapporti bil-miktub tal-kontrolli tal-kwalità u jipprepara azzjonijiet rakkomandata biex itejbu l-għoti tas-servizz kemm bil-Malti kif ukoll bl-Ingliż;
- ix. Jagħti pariri lis-Segretarju Permanenti (Nies u Standards) u/jew lid-Direttur rispettiv dwar kwistjonijiet li joħorgu mill-konformità u/jew mill-evalwazzjonijiet tal-kwalità, u fejn meħtieġ jipproponi azzjonijiet/miżuri korrettivi xierqa li għandhom jittieħdu;
- x. Jipprovdi sapport lid-Direttorat fi proċessi relatati mal-akkwist ta' servizzi relatati mad-Divizjoni kif ordnat;
- xi. Jimmaniġġja databases ta' data, dokumenti u korrispondenza oħra biex jiġi ffaċilitat l-kontroreferenzjar u l-koerenza fil-proċessi futuri tat-teħid tad-deċiżjonijiet;
- xii. Jipprovdi appoġġ lid-Direttorat bl-informazzjoni meħtieġa u f'waqtha għal rapporti u preżentazzjonijiet oħra;
- xiii. Iwettaq kwalunkwe dmirijiet amministrattivi fid-Direttorat (Kwalità tas-Servizz) u kwalunkwe komputu ieħor skont l-esiġenza tas-Servizz Pubbliku kif ordnat mid-Direttur Ġenerali (Kwalità tas-Servizz) u s-Segretarju Permanenti (Nies u Standards); u
- xiv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A



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

Ministry	Office of the Prime Minister
Job Title	Manager II

Duties and responsibilities

Bounds himself to monitor the delivery of service of excellence to all customers forged on commitment to quality standards, integrity, respect, loyalty, trust, quality, impartiality and non-discrimination:

- i. Commits himself 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. Ensures adherence to established standards of quality as set by the Quality of Service Directorate and in accordance to established standards;
- iii. Identifies processes that may require simplification, business process re-engineering and/or other improvements in the provision of a service of excellence;
- iv. Conducts quality assessments as directed by the Director (Quality of Service) through a planned schedule;
- v. Assists in overseeing mystery shopping activities within the Public Administration, ensuring the effective implementation of the Mystery Shopper Project in line with contractual obligations. Responsibilities include conducting thorough reviews of all submitted reports, formulating evidence-based recommendations, and monitoring their implementation. The role also entails managing administrative processes and all related databases to support project oversight and reporting.

- vi. Manages the adequate and timely monitoring of the implementation of the recommendations arising out of various Quality Assessment exercises;
- vii. Reviews in detail and attention quality reports and prepares implementation plans in both the Maltese and English languages;
- viii. Conducts and prepares written quality checks reports and prepares recommended actions to improve service delivery, in both the Maltese and English languages;
- ix. Advises the Permanent Secretary (People & Standards) and/or the respective Director on issues emerging from quality assessments, and where required proposes appropriate corrective actions/measures to be taken;
- x. Supports the Directorate in processes related to procurement of services related to the Division as directed;
- xi. Manages databases of data, documents and other correspondence to facilitate cross-referencing and coherence in future decision-making processes;
- xii. Supports the Directorate with the timely information required for all other reports and other presentations;
- xiii. Conducts any administrative duties within the Quality of Service Directorate and any other duties according to the exigencies of the Public Service as directed by the Director General (Quality of Service) and Permanent Secretary (People & Standards); and
- xiv. Any other duties as directed by the Principal Permanent Secretary.