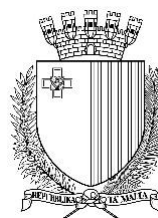


Anness A

Ministeru	Uffiċċju tal-Prim Ministru
L-Impjeg	Assistant Manager



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

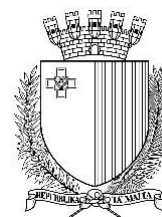
Dmirijiet u responsabbiltajiet

- Jassisti fit-twettiq ta' kontrolli ta' kwalità fuq bażi regolari fuq is-servizz pubbliku u tal-entitajiet tas-settur pubbliku sabiex jiġi żgurat li hemm aderenza mad-Direttivi u Standards;
- Jagħti pariri lid-Direttur Ġenerali u Assistant Direttur (Kwalità tas-Servizz) dwar kwistjonijiet li joħorġu mill-evalwazzjonijiet tal-kwalità, u fejn meħtieġ jipproponi azzjonijiet jew miżuri korrettivi xierqa li għandhom jittiehdu;
- 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;
- Johloq listi ta' kontroll biex titjieb l-aderenza għal proċessi, proċeduri u regolamenti sabiex jitnaqqsu r-riskji ta' nuqqas ta' konformità;
- Jirrispondi għal mistoqsijiet permezz ta' korrispondenza, posta elettronika, telefon jew kuntatt personali bil-Malti u bl-Ingliż;
- Jassisti fil-monitoraġġ u l-evalwazzjoni tar-riżultati mill-ghodod ta' kwalità jew assessjar li juża d-Direttorat;
- Jassisti sabiex jittiehdu deċiżjonijiet infurmati u/jew rakkomandazzjonijiet lis-superjuri tiegħu/tagħha dwar kwistjonijiet strateġiċi, ta' policy, materji proċedurali u operazzjonali;
- Jikkollega ma' partijiet interessati varji kif meħtieġ u jwettaq laqgħat ta' informazzjoni regolari mal-ministeri konċernati u entitajiet tas-settur pubbliku;
- Jiżgura li jinżammu rekords aġġornati dokumenti u korrispondenza ta' database biex jiffaċilita r-referenzjar u l-koerenza fil-proċessi futuri tat-teħid ta' deċiżjonijiet;
- Jassisti biex isiru abbozzi ta' tveġibiet fil-hin għal rapporti, preżentazzjonijiet, speaking notes u kwalunkwe sottomissjoni oħra bil-Malti u bl-Ingliż kif meħtieġ mid-Direttur Ġenerali rispettiv;
- Jassisti fl-ikkoordinament u t-twettiq ta' riċerka, u janalizza riżultati;
- Isegwi l-implimentazzjoni f'waqtha tal-miżuri korrettivi li joħorġu mill-ghodod ta' kwalità tad-Direttorat, u li jistgħu jiġu kkomunikati lid-dipartimenti differenti, għall-implimentazzjoni meħtieġa;

- xiii. Iwettaq kwalunkwe xogħol ieħor kif ordnat mid-Direttur Ġenerali (Kwalità tas-Servizz) u mis-Segretarju Permanenti (Nies u Standards); u
- xiv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

Ministry	Office of the Prime Minister
Job Title	Assistant Manager



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

Duties and responsibilities

- i. Assists in conducting regular quality checks on an ongoing basis on the public service and public sector entities so as to ensure adherence to standing Directives and Standards;
- ii. Advices the Director General and Assistant Director (Quality of Service) on issues emerging from quality assessments and, where required, proposes appropriate measures or actions to address such issues;
- iii. 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 addresses their needs and delivering a timely quality service sustained by accountability;
- iv. Creates checklists to improve adherence to processes, procedures and regulations so as to reduce risks of lack of compliance;
- v. Attends to queries through correspondence, email, telephone or personal contact in Maltese and English languages;
- vi. Assists in the monitoring and evaluation of results from the Directorate's quality assessment tools;
- vii. Assists in informing decisions and/or recommendations to his/her superiors on strategic, policy, procedural, quality, and operational matters;
- viii. Liaises with various stakeholders accordingly and conducts regular outreach meetings with line ministries and public sector entities;
- ix. Ensures updated record-keeping of documents and correspondence through the maintenance of databases to facilitate cross-referencing and coherence in future decision-making processes;
- x. Assiss in drafting timely replies to reports, presentations, speaking notes and any other submissions in the Maltese and English languages as required by the respective Director

General;

- xi. Aids the coordination and carrying out of research, and analyses results;
- xii. Follows up the timely implementation of corrective measures resulting from the Directorate's assessment tools, that may be communicated to the various departments for the required implementation;
- xiii. Carries out any other task as directed by the Director General (Quality of Service) and Permanent Secretary (People and Standards); and
- xiv. Any other duties as directed by the Principal Permanent Secretary.