

Anness A

Ministeru	Uffiċċju tal-Prim Ministru
L-Impjeg	Manager II



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

Dmirijiet u responsabbiltajiet

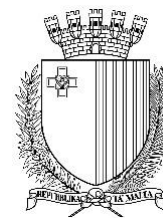
Jintrabat li jagħmel monitoraġġ li qed jingħata servizz ta' eċċellenza lill-klijenti kollha msejjes fuq impenn għal standards ta' kwalità, integrità, rispett, lealtà, fiduċja, kwalità, imparzjalità u nondiskriminazzjoni:

- Jimpenja ruħu lejn servizz kontinwu ta' eċċellenza u jiżgura l-aderenza mal-istandards kif stabbiliti mid-Direttorat tal-Kwalità tas-Servizz u skont l-istandards stabbiliti tal-proċeduri;
- Jidentifika proċessi li jistgħu jeħtieġu simplifikazzjoni, business process re-engineering u/jew titjib ieħor fil-forniment ta' servizz ta' eċċellenza;
- Iwettaq assessjar tal-kwalità kif indikat mid-Direttur Ġenerali (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-reviżjoni 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;
- Iwettaq u jipprepara rapporti bil-miktub tal-kontrolli tal-kwalità u jipprepara azzjonijiet rakkomandata biex itejbu l-ġhoti tas-servizz kemm bil-Malti kif ukoll bl-Ingliż;

- viii. Jamministra, jissorvelja u jiggwida lill-membri oħra fi hdan id-Direttorat tal-Kwalità tas-Servizz, filwaqt li jiżgura l-koordinazzjoni effettiva u t-twettiq f'waqtu tad-dmirijiet u r-responsabbiltajiet assenjati;
- ix. Jagħti pariri lis-Segretarju Permanenti (Nies u Standards) u/jew lid-Direttur Ġenerali rispettiv dwar kwistjonijiet li joħorġu mill-konformità u/jew mill-evalwazzjonijiet tal-kwalità, u fejn meħtieġ jipproponi azzjonijiet/miżuri korrettivi xierqa li għandhom jittiehdu;
- x. Jipprovdi support lid-Direttorat fi proċessi relatati mal-akkwist ta' servizzi relatati mad-Divizjoni kif ordnat;
- xi. Jimmanigġja databases ta' data, dokumenti u korrispondenza oħra biex jiġu ffaċilitati l-kontroreferenzjar u l-koerenza fil-proċessi futuri tat-teħid tad-deċiżjonijiet;
- xii. Jipprovdi appoġġ lid-Direttorat bl-informazzjoni meħtieġa f'waqtha għall-rapporti u preżentazzjonijiet oħra;
- xiii. Iwettaq kwalunkwe dmirijiet amministrattivi fid-Direttorat (Kwalità tas-Servizz);
- xiv. Iwettaq kwalunkwe kompitu ieħor kif ordnat mid-Direttorat (Kwalità tas-Servizz) u s-Segretarju Permanenti (Nies u Standards); u
- xv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

Ministry	Office of the Prime Minister
Job Title	Manager II



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

Duties and responsibilities

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

- i. Commits himself/herself towards an ongoing service of excellence and ensures adherence to established standards of quality as set by the Quality of Service Directorate and in accordance to established standards;
- ii. Identifies processes that may require simplification of processes, business process re-engineering and/or other improvements in the provision of a service of excellence;
- iii. Conducts quality assessments as directed by the Director General (Quality of Service) through a planned schedule;
- iv. 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;
- v. Manages the adequate and timely monitoring of the implementation of the recommendations arising out of various Quality Assessment exercises;

- vi. Reviews in detail and attention quality reports and prepares implementation plans in both the Maltese and English languages;
- vii. Conducts and prepares written quality checks reports and prepares recommended actions to improve service delivery, in both the Maltese and English languages;
- viii. Manages, supervises and provides guidance to staff members within the Quality of Service Directorate, ensuring the effective coordination and delivery of assigned duties;
- ix. Advises the Permanent Secretary (People and Standards) and/or the respective Director General 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 in relation 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 presentations;
- xiii. Conducts any administrative duties within the Quality of Service Directorate;
- xiv. Conducts any other duties according to the exigencies of the Public Service as directed by the Director General (Quality of Service) and Permanent Secretary (People and Standards); and
- xv. Any other duties as directed by the Principal Permanent Secretary.