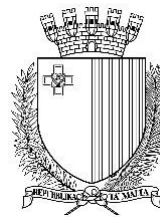


# Anness A

|                  |                            |
|------------------|----------------------------|
| <b>Ministeru</b> | Uffiċċju tal-Prim Ministru |
| <b>L-Impjeg</b>  | Manager I                  |



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

## Dmirijiet u responsabbiltajiet

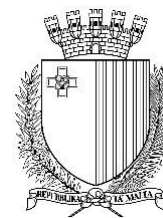
Jintrabat li jagħmel monitoraġġ li qed jingħata servizz ta' eċċellenza lill-klijenti kollha msejjes fuq impenn għal standards ta' kwalità, integrità, rispett, lealtà, fiduċja, kwalità, imparzjalità u nondiskriminazzjoni:

- 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;
- Jimmaniġġja l-monitoraġġ u l-evalwazzjoni tar-riżultati mill-ġhodod tal-assessjar ta' kwalità li għandu d-Direttorat, fosthom Rate the Public Service, Survey Kiosk Tablets, u monitoraġġ ieħor;
- Jiżgura appoġġ, monitoraġġ adegwat u f'waqtu tal-implimentazzjoni tar-rakkomandazzjonijiet li joħorġu minn eżerċizzji ta' Assessjar tal-Kwalità;
- Jirrevedi rapporti ta' kwalità, inkluż tal-mystery shopper, 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;
- 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 jittieħdu;

- ix. Jappoġġja lid-Direttorat fi proċessi relatati mal-akkwist ta' servizzi relatati mad-Divizjoni kif ordnat;
- x. Jiżgura li databases ta' dokumenti u korrispondenza oħra jiġu aġġornati biex jiġu ffaċilitati l-kontroreferenzjar u l-koerenza fil-proċessi futuri tat-teħid tad-deċiżjonijiet;
- xi. Jipprovdi appoġġ lid-Direttorat bl-informazzjoni meħtieġa f'waqtha għall-rapporti u prezentazzjonijiet oħra;
- xii. Iwettaq kwalunkwe dmirijiet amministrattivi fid-Direttorat (Kwalità tas-Servizz);
- xiii. Iwettaq kwalunkwe komputu ieħor kif ordnat mid-Direttorat (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

|                  |                              |
|------------------|------------------------------|
| <b>Ministry</b>  | Office of the Prime Minister |
| <b>Job Title</b> | Manager I                    |

## 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. Manages the monitoring and evaluation of results from the Directorate's quality assessment tools including Rate the Public Service, Survey Kiosk Tablets, and any other monitoring;
- v. Ensures the adequate and timely monitoring of the implementation of the recommendations arising out of various Quality Assessment exercises;
- vi. Reviews quality reports, including mystery shopper 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. 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;
- ix. Supports the Directorate in processes related to procurement of services in relation to the Division as directed;
- x. Keeps databases of data, documents and other correspondence updated to facilitate cross-referencing and coherence in future decision-making processes;
- xi. Supports the Directorate with the timely information required for all other reports and presentations;
- xii. Conducts any administrative duties within the Quality of Service Directorate;
- xiii. 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
- xiv. Any other duties as directed by the Principal Permanent Secretary.