

MINISTERU GHALL-EDUKAZZJONI, L-ISPORT,  
IŻ-ŻGHAŻAGH, IR-RIĊERKA U L-INNOVAZZJONI  
TRIQ L-ASSEDJU L-KBIR, FURJANA, MALTA

<b>Ministeru</b>	<i>Ministeru għall-Edukazzjoni, l-Isport, iż-Żgħażaġh, ir-Riċerka u l-Innovazzjoni</i>
<b>L-impjieg</b>	<i>Migrant Learners' Unit Officer</i>

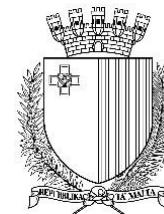
### Dmirijiet u responsabbiltajiet

Id-dmirijiet ta' persuna fil-ħatra ta' Migrant Learners' Unit Officer għall-proġett LLAPSI+ (MT/2016/AMIF/4.01) fi ħdan il-Migrant Learners' Unit (MLU) jinkludu li:

- i. jipprovdi assistenza fil-ħin lill-klijenti;
- ii. tipprovdi informazzjoni lill-klijenti permezz tat-telefon jew mezzji oħra ta' komunikazzjoni;
- iii. jwettaq dmirijiet ta' reception kif meħtieġ, inkluż li jiddetermina n-natura u l-iskop taż-żjara;
- iv. jieħu ħsieb ilmenti żgħar u jressaq ilmenti oħrajn lill-membri tal-istaff konċernati;
- v. jipprovdi informazzjoni ċara u preċiża dwar servizzi relatati mal-immigranti u tkun kapaċi jagħmel riċerka dwar mistoqsijiet oħra;
- vi. jassigura li l-uffiċċju huwa fornut b'materjal informattiv biex jilħaq it-talbiet tal-klijenti;
- vii. jwettaq xogħol ta' assistenza mal-klijenti, jipproċessa applikazzjonijiet u jassisti fir-rikjesta ta' servizzi tal-klijenti kif ikun meħtieġ;
- viii. jiġbor u żżomm rendikont tal-attivitajiet;
- ix. jżomm u jaġġorna informazzjoni kif ikun meħtieġ;
- x. jagħmel użu mis-sistemi tal-IT tad-dipertiment/sezzjoni u/jew jimmaniġġja korrispondenza bl-imejl;
- xi. tikkoordina l-komunikazzjoni fil-Migrant Learners' Unit (MLU), fil-proġett, u ma' entitajiet oħra;
- xii. jassisti fir-rutina tax-xogħol klerikali u amministrattiv;
- xiii. jwettaq dmirijiet oħra skont kif mitlub mill-Project Leader jew mis-Segretarju Permanenti tal-Ministeru għall-Edukazzjoni, l-Isport, iż-Żgħażaġh, ir-Riċerka u l-Innovazzjoni
- xiv. kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilu/ha, kif jista' jkun meħtieġ;
- xv. jwettaq dmirijiet oħra li jistgħu jiġu aġġornati biex jissodisfaw ir-rekwiżiti ta' kważi;unkwe qasam ieħor kif ikkonfermat mis-Segretarju Permanenti;
- xvi. kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

## Annex A

<b>Ministry</b>	<i>Ministry for Education, Sport, Youth, Research and Innovation</i>
<b>Job title</b>	<i>Migrant Learners' Unit Officer</i>



MINISTRY FOR EDUCATION, SPORT, YOUTH,  
RESEARCH AND INNOVATION  
GREAT SIEGE ROAD, FLORIANA, MALTA

### Duties and responsibilities

The duties of Migrant Learners' Unit Officer for the project LLAPSI+ (MT/2016/AMIF/4.01) in the Migrant Learners' Unit (MLU):

- i. provides timely assistance to customers;
- ii. provides information to clients over the phone or via other communication tools;
- iii. carry out reception duties as required, including determining the nature and purpose of visit;
- iv. handles minor complaints and forwarding other complaints to the member of staff concerned;
- v. provides clear and accurate information about any migrant related service and being able to research about other queries;
- vi. ensures that the office is adequately stocked with information material to meet customers' requests;
- vii. carry out customer handling tasks, processing applications and assists to client needs for services as required;
- viii. compiles and maintain records of activities;
- ix. records and updates of data as required;
- x. make use of departmental/section IT systems and/or databases as well as handling email correspondence;
- xi. coordinates communication within the Migrant Learners' Unit (MLU), in the project and with other entities;
- xii. assists with routine, clerical and administrative duties;
- xiii. carry out other duties as may be determined by the Project Leader or the Permanent Secretary of the Ministry for Education, Sport, Youth, Research and Innovation;
- xiv. undertakes any other tasks, which the superior may delegate to him/her, as may be required;
- xv. undertakes any other duties which may be updated to meet the requirements of any other area as confirmed by the Permanent Secretary;
- xvi. any other duties as directed by the Principal Permanent Secretary.