Ministry for Education and Employment

POSITION OF FRONT DESK OFFICER FOR THE PROJECT LLAPSI+ (MT/2016/AMIF/4.01) IN THE
MINISTRY FOR EDUCATION AND EMPLOYMENT

Nomenclatures denoting the male gender include also the female gender.

The Ministry for Education and Employment (MEDE) would like to remind all interested applicants that it has zero
tolerance policy towards any form of child abuse. MEDE adheres to S.L. 327.546 (Recruitment, Initial Training
and Continuous Professional Development of Personnel and Protection of Minors in Compulsory Educations
Regulations 2016) in its recruitment process.

1 The Permanent Secretary, Ministry for Education and Employment (MEDE), invites applications for the
position of Front Desk Officer to work in the project LLAPSI+ (MT/2016/AMIF/4.01) in the Ministry for Education
and Employment. The LLAPSI + project is part-financed by the European Union under the Asylum, Migration
and Integration Fund (AMIF 2014-2020).

Duration of assignment and Conditions

2.1 A selected candidate will enter into an assignment until 31st March 2021 as a Front Desk Officer for the
LLAPSI+ project (MT/2016/AMIF/4.01) in the Ministry for Education and Employment, which may be renewed
for further periods.

2.2 The position of Front Desk Officer constitutes an objective reason which is subject to a probationary period
of six (6) months.

2.3 Since this position is time-barred or linked to the completion of a specific task, the position of Front Desk
Officer falls under Regulation 7(4) of Subsidiary Legislation 452.81 entitled “Contracts of Service for a Fixed
Term Regulations”.

Salary pegged to the position

3. The salary attached to the position of Front Desk Officer is equivalent to Salary Scale 14, which in the year
2019 is €15,393.00 per annum rising by annual increment of €316.83 up to a maximum of €17,294.00.

Duties

4. The duties of Front Desk Officer in the Migrant Learners' Unit (MLU) include:
   i. providing timely assistance to customers;
   ii. providing information to clients over the phone or via other communication tools;
   iii. carrying out reception duties as required, including determining the nature and purpose of visit;
   iv. handling minor complaints and forwarding other complaints to the member of staff concerned;
   v. providing clear and accurate information about any migrant related service and being able to research about
      other queries;
   vi. ensuring that the office is adequately stocked with information material to meet customers’ requests;
   vii. carrying out customer handling tasks, processing applications and assisting to client needs for services as
required;
viii. compiling and maintaining records of activities;
ix. recording and updating of data as required;
x. making use of departmental/section IT systems and/or databases as well as handling email correspondence;
xii. coordinating communication within the Migrant Learners’ Unit (MLU), in the project and with other entities;

xii. assisting with routine, clerical and administrative duties;
xiii. carrying out other duties as may be determined by the Project Leader or the Permanent Secretary of the Ministry for Education and Employment;

xiv. any other duties according to the exigencies of the Public Service as directed by the Principal Permanent Secretary.

5.1 By the closing time and date of this call for applications, applicants must be:

i. able to communicate in the Maltese and English Languages;

ii. in possession of an MQF Level 4 Certificate (subject to a minimum of 120 ECTS/ECVET credits, or equivalent) in Public Policy, or Management, or Business Management, or Administrative and Secretarial Studies, or Human Resources, or Training and Development, or Public Administration, or Social Policy, or Communications, or Sociology, or Guidance, or Customer Care or a comparable qualification; or

iii. in possession of one (1) subject at Advanced Matriculation Certificate (minimum grade E) at MQF Level 4 or a recognised appropriate comparable qualification in any Language, or Philosophy, or Sociology, or History, or Psychology, or Geography and four (4) passes at Ordinary level (“O” Level grade A-C) and/or Secondary Education Certificate (SEC grade 1-5) at MQF Level 3, in any Language, or History, or Geography or Social Studies any other related field; or

iv. in possession of two (2) subjects at Intermediate Matriculation Certificate (minimum grade E) at MQF Level 4 or a recognised appropriate comparable qualification in any language, or Philsophy, or Sociology or Psychology or Geography and four (4) passes at Ordinary level (“O” Level grade A-C) and/or Secondary Education Certificate (SEC grade 1-5) at MQF Level 3, in any Language, or History, or Geography or Social Studies any other related field.

Eligibility Requirements

The advice of the Department of Citizenship and Expatriate Affairs within the Identity Malta Agency should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.
Public Officers applying for this post must be confirmed in their current appointment.

5.2 Qualifications at a level higher than that specified above will be accepted for eligibility purposes, provided they meet any specified subject requirements.

Moreover, candidates who have not yet formally obtained any of the above-mentioned qualifications will still be considered, provided that they submit evidence that they have been approved for the award of the qualifications in question, or successfully completed the necessary ECTS/ECVETS credits, or equivalent, taken as part of a recognized higher MQF level program of study, as required in the afore-mentioned eligibility criteria, by the closing time and date of the call for applications.

5.3 Applicants must be of conduct which is appropriate to the post applied for (applicants who are already in the Malta Public Service must produce an updated Service and Leave Record Form (GP 47) issued not earlier than one (1) month from date of application; those applying from outside the Service must produce a Certificate of Conduct issued by the Police or other competent authority not earlier than one (1) month from the date of application and state whether they have ever been in Government Service, giving details).

5.4 Applicants must be eligible to take up their due appointment, in terms of 5.1 to 5.3 above, not only by the closing time and date of this call for applications but also on the date of appointment.

5.5 Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications (see link below).

Submission of Supporting Documents

6.1 Qualifications and experience claimed must be supported by certificates and/or testimonials, copies of which are to be scanned and sent through the edurecruitment portal https://edurecruitment.gov.mt.

6.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.

Selection Procedure

7.1 Eligible applicants will be assessed by a Selection Board to determine their suitability for the position. The maximum mark for this selection process is 100% and the pass mark is 50%. Experience in digital literacy will be an asset.

7.2 Due consideration will be given to applicants who, besides the requisites indicated in paragraphs 5.1 to 5.2, have proven relevant work experience.

Submission of Applications

8.1 Applications are to be submitted, through the Online Education Recruitment Portal ONLY at the following address http://edurecruitment.gov.mt. Applications are to include a Curriculum Vitae (which should include a list of qualifications held by applicant), and an updated Service and Leave Record Form (GP47) / Certificate of Conduct as applicable which have been issued not earlier than one (1) month from the date of application, in pdf format, which are to be uploaded through the Portal.

The closing date of the receipt of applications is noon (Central European Time) of Monday, 23rd December 2019.

An automatic receipt will be sent to your e-mail informing you that your application was submitted successfully. Should you require assistance with the application kindly contact Edu Servizz.gov on telephone number 153.

8.2 Applicants are granted up to two (2) working days after closing date or up to two (2) working days from date of notification, whichever is the later, to submit any incorrect or incomplete documents.

8.3 Applicants are strongly advised not to wait until the last day to submit their applications since heavy internet
traffic or a fault with the internet connection could lead to difficulties in submission. MEDE cannot be held responsible for any delay due to such difficulties.

8.4 Further details concerning the submission of applications are contained in the general provisions referred to below.

**Other General Provisions**

9. Other general provisions concerning this call for applications, with particular reference to:

- applicable benefits, conditions and rules/regulations;
- reasonable accommodation for registered persons with disability;
- the submission of recognition statements in respect of qualifications;
- the publication of the result;
- the process for the submission of petitions concerning the result;
- medical examination;
- access to application forms and related details;
- retention of documents

may be viewed by accessing the website of the People & Standards Division at the address https://publicservice.gov.mt/en/people/Pages/PeopleResourcingandCompliance/FormsandTemplates.aspx

These general provisions are to be regarded as an integral part of this call for application.

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Asylum, Migration and Integration Fund 2014 – 2020
This project is part-financed by the European Union
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Sustainable Management of Migration Flows