

Ministry for Education, Sport, Youth, Research and
Innovation
Education Building
Great Siege Road
Floriana VLT 2000

Date: 26th August 2022

To: Permanent Secretaries
Directors-General
Directors
Heads of Public Sector Organisations

**POST OF CUSTOMER CARE ASSISTANT IN THE MINISTRY FOR EDUCATION, SPORT, YOUTH,
RESEARCH AND INNOVATION**

Nomenclatures denoting the male gender include also the female gender.

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

1. The Permanent Secretary, Ministry for Education, Sport, Youth, Research and Innovation (MEYR) invites applications for the post of Customer Care Assistant within the Ministry for Education, Sport, Youth, Research and Innovation.

Terms and Conditions

2.1. This appointment is subject to a probationary period of six (6) months.

2.2. The salary for the post of Customer Care Assistant is Salary Scale 15, which in the year 2022 is equivalent to, €15,717 per annum, rising by annual increments of €298.00 up to a maximum of €17,505.

2.3. A Customer Care Assistant will progress to Scale 14, which in 2022 is, (€16,865 x €316.83 - €18,766), on completion of five (5) years service in the grade, subject to satisfactory performance .

2.4. A Customer Care Assistant will progress to Scale 13, which in 2022 is, (€18,074 x €335.50 - €20,087), on completion of five (5) years service in the grade, subject to satisfactory performance.

2.5. Moreover, any Customer Care Assistant who will successfully complete a top-up course equivalent to an MQF Level 5 qualification (subject to a minimum of 60 ECTS/ECVET credits, or equivalent*) in a relevant area as determined by management from time to time, shall be placed on the next best step of Salary Scale 12 upon presentation of certificate of qualification. Employees shall furthermore be entitled to progress to salary scale 11 upon having carried out 3 years of satisfactory service in salary scale 12 as Customer Care Officer.

* A recognised Qualification comparable to 60 ECTS/ECVET credits, as applicable is only accepted subject to an MFHEA formal recognition statement being submitted with the application.

2.6. Lateral applications in the same grade from public officers are not allowed.

2.7. Accepting appointment in this grade signifies that any pending applications within the Public Service are automatically considered renounced, unless the latter are applications for SAAC positions or applications for a definite position when the officer concerned holds an indefinite appointment.

Duties

3. The job duties for the post of Customer Care Assistant may be viewed in Annex A attached to this Circular.

Eligibility Requirements

4.1. By the closing time and date of this call for applications, applicants must be Public Officers in the Malta Public Service or Public Officers in the Malta Public Service on loan/detailed with/deployed with/on attachment to Public Sector organizations, **who must be confirmed in their current appointment;**

AND

who are in possession of a relevant recognised MQF Level 4 Certificate (subject to a minimum of 120 ECTS/ECVET credits, or equivalent*) in Public Policy or Management or Human Resources or Training & Development or Public Administration or Social Policy or Communications or Sociology.

* A recognised Qualification comparable to 120 ECTS/ECVET credits, as applicable is only accepted subject to an MFHEA formal recognition statement being submitted with the application.

4.2. Public Officers holding a grade in a particular stream, and who were granted Officer in Scale status by virtue of a Grievances Unit decision in the same scale as that of a higher grade in that stream, are eligible to apply for grades open to officers holding such higher grade within the stream that carries the same scale as that of the Officer in Scale status.

The years of service since the effective date of appointment as Officer in Scale are reckonable for the purpose of satisfying any requisite years of service stipulated in calls for applications.

Any other eligibility requisites for the post must be met in terms of this call for applications.

4.3. Public officers who currently hold an appointment as Officer in Grade are considered on a personal basis to pertain to the Class/Stream of their immediately previous substantive grade, and may apply on the basis of their current scale as Officer in Grade, which must be equivalent to, or higher than, what is required by this call for applications.

The years of service since the effective date of appointment as Officer in Grade are reckonable for the purpose of satisfying any requisite years of "service in the grade" as stipulated in calls for applications.

Any other eligibility requisites for the post/position must be met in terms of this call for applications.

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

(ii) Moreover, candidates who have not yet formally obtained any of the above-mentioned qualifications will still be considered. Such candidates are to submit evidence that they have been approved for the award of the qualification in question.

(iii) Furthermore, candidates who are currently following a recognised programme of study at a higher MQF level than that requested above will also be considered. Such candidates are to submit evidence that they have successfully completed the necessary ECTS/ECVETS credits, or equivalent, and attained the required MQF

level, by the closing time and date of the call for applications.

4.5. Applicants must be eligible to take up their due appointment, in terms of 4.1 to 4.4 above, not only by the closing time and date of this call for applications but also on the date of appointment.

4.6. Applicants are obliged to immediately inform the Selection Board (if result has not yet been published, in which case the application should be withdrawn by the applicant) or the HR Unit within the issuing ministry / department (if result has been published) upon any change in the status of their appointment from the date of submission of their application until the closing date, or upon being called for appointment as a result, of this call for application, as the case may be. Non-observance of this instruction may lead to disciplinary action. On its part, at the start of the interview, the Selection Board will request the candidate to declare any changes in status of his/her current appointment from the date of submission of application.

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

Submission of Supporting Documents

5.1. Qualifications and experience claimed must be supported by certificates/transcripts and/or testimonials, copies of which are to be scanned and sent through the Education Recruitment Portal (<https://edurecruitment.gov.mt>).

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

Selection Procedure

6.1. Eligible applicants will be assessed by a Selection Board to determine their suitability for the post. The maximum mark for this selection process is 100% and the pass mark is 50%.

6.2. Due consideration will be given to applicants who, besides the requisites indicated in paragraphs 4.1 to 4.4, have proven relevant work experience.

Submission of Applications

7.1. Applications are to be submitted, for the attention of the Ministry for Education, Sport, Youth, Research and Innovation through the Online Education Recruitment Portal only on <https://edurecruitment.gov.mt>. Applications are to include a Curriculum Vitae (which should include a list of qualifications held by the applicant). The GP 47 is to be requested by HR Unit of the ministry /department issuing the call for application.

The closing date of the receipt of applications is 13:30 hrs (Central European Time) of Tuesday, 13th September, 2022. A computer-generated e-mail will be sent as an acknowledgement of the application. Further details concerning the submission of applications are contained in the general provisions referred to below.

7.2. It is the responsibility of the applicants not to leave until the last thirty (30) minutes for submission of their application.

7.3. Applications which are received after closing date and time (i.e. late applications) are not allowed.

7.4. 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 or missing documents.

Other General Provisions

8. 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;
- submission of recognition statements in respect of qualifications;
- publication of the result;
- medical examination;
- the process for the submission of petitions concerning the result;
- 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://recruitmentintra.gov.mt/generalprovisions/GeneralProvisionsEN.pdf>.

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

Mr Matthew Vella
Permanent Secretary
Ministry for Education, Sport, Youth, Research and Innovation