

JOB OPPORTUNITY



Position Title	Administrator, Higher Education Incentives
Salary Pay Scale	A3
Location	Malta Enterprise, Pieta
Team	Higher Education Incentives Team
Reporting Relationship	The postholder will report directly to the Head of Higher Education Incentives

Overall Purpose of Position

The Administrator will be responsible for processing Get Qualified and Higher Qualification Scheme applications for support submitted to Malta Enterprise together with:

- Providing information to potential beneficiaries
- Determining eligibility in terms of the applicable rules, evaluate the applications and issue the respective certificate
- Liaising with technical experts and other national agencies as maybe required

One's general duties/ responsibilities shall be to:

- Contribute towards the achievement of the department's objectives
- Use personal judgement and initiative to develop effective and constructive solutions to challenges and obstacles
- Draw up reports and other document as may be required
- Define problems, collect data and establish the necessary facts pertinent to the project/ assignment/task for which one is responsible
- Consult/liaise, as necessary, to ensure the smooth resolving of any obstacles, without delay
- Coordinate with other internal functions and external stakeholders as needed
- Monitor, record, analyse and report on one's activities, results as required
- Maintain personal ability in, and appropriate use of, all relevant ICT and other systems required in the performance of one's duties/responsibilities



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- Communicate and provide information by relevant methods internally and externally to assist and enable the organisation to meet its objectives
- Keep abreast of relevant trends, developments and methodologies, as well as conduct necessary research in one's field/area of responsibility to ensure self-improvement, increased level of expertise in the relevant subject matter
- Ensure one's activities meet with and integrate with organisational requirements for quality management, health and safety, legal stipulations and other relevant policies
- Prepare and present reports and other documentation in a timely and accurate manner.
- Perform any other job-related duties as necessary and as assigned
- Follow instructions received from one's Chief Officer, or his/her delegated authority.
- Work outside office hours where necessary

Key Competencies

Minimum Required:

- Creative thinking
- Challenge analysis
- Results oriented
- Flexibility
- Ability to follow instructions
- Office software literacy
- Attention to detail
- Team player
- Showing initiative
- Analytical skills
- Quick learner
- Effective communication
- Planning and organising
- Self-motivated

Values

Integrity

Be truthful, honest and accountable. Carry out tasks in a professional, ethical, transparent and responsible manner

- The greater good over the personal good
- Confidentiality is key at all times
- Ensure the positive reputation of our entities is maintained throughout

Creativity

Develop an open and creative mindset that lead to innovate working practices.

- Find ways to improve our incentives, systems, processes and communication with stakeholders
- Reduce unnecessary bureaucracy. Automate internal processes

Customer-Centricity

Adopting a client centric mindset whilst being committed to our Client's success. Put clients at the centre of our operation.

- Effective communication is critical to achieve an outstanding quality service in line with industry benchmarks
- Be professional to manage clients' expectations and respond to clients' requests
- All our stakeholders are our clients including but not limited to our colleagues, the government, social and business partners and society



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Minimum Requirements

- Verbal and written proficiency (Level C) in English; and
- MQF L5 (Higher Diploma) in a business or clerical studies + 1-year relevant work experience as an administrator or in a front desk, customer care environment entailing the processing of invoices/claims; or
- 4 years' relevant work experience as an administrator or in a front desk, customer care environment entailing the processing of invoices/claims.

Preference will be given to candidates that possess the below:

- Certification in Office Management

Disclaimer: This position description describes the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties and responsibilities. These are subject to change as needed by management/work exigencies. Management may, from time to time, assign other duties/functions, provided that these are commensurate with one's qualifications, skills and aptitude.