



Position Title	Business Portal Coordinator
Main Location	Business 1 <sup>ST</sup> , Mriehel
Team	Business 1 <sup>ST</sup>
Reporting Relationship	The post holder will report to the CEO Business 1 <sup>ST</sup> or delegate
Salary Scale	C1

The Business Portal Coordinator will be responsible for implementing and running of the Business Portal. The Business Portal is a national project which is being coordinated by Malta Enterprise on behalf of Government. This Portal is earmarked to change the current scenario of the one-stop-shop concept, whereby businesses will get to access multiple services from a single point to one where multiple submissions are made from a single point. Thus all the requirements associated with starting and running a business would be addressed through a single interactive intelligent portal that would automatically and seamlessly submit data to the various stakeholders and deliver services on line in a timely manner.

The selected candidate would be responsible for:-

- Managing the execution of and overseeing the smooth running of the Portal.
- Budgeting and financial management of project,
- Coordinating and liaising with the contractor, ME/B1<sup>ST</sup>/MEIB/MBR and other relevant Government entities,
- Project-related communication with all stakeholders,
- Project logistics,
- Project results;
- Evaluating and reporting on the progress of the project; and
- Identify, design and follow through with related programmes and projects; monitor, evaluate and present recommendations and/or take corrective action as appropriate.
- Manage and direct departmental/project operations, as well as any staff falling under one’s responsibility, in line with corporate goals and objectives, as well as in support of the organisation’s business and processes.

## 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 mind-set that lead to innovate working practices.

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

### Customer-Centricity

Adopting a client centric mind-set 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

## Behavioural Dimensions

- Supporting & Coordinating

## Work Aptitudes

- Outgoing and expressive
- Orderly and efficient
- Social and empathic

## Minimum Requirements

- MQF L7 (Post Graduate / Master's) + 4 years' relevant work experience (of which 2 in Managerial position), OR
- MQF L6 (Bachelor's) + 6 year's relevant work experience (of which 2 in Managerial position)

For the purpose of this post, relevant subject and relevant experience are defined as follows: qualification in Project Management, Business Administration/Management, IT, Engineering or an appropriate, recognised, comparable qualification approved by MQRIC.

Relevant work experience shall entail that the applicant has:

- Managed the introduction and implementation of at least two (2) projects of the same magnitude;
- Knowledge of business process re-engineering.
- Knowledge of the workings of the public service/sector.
- Knowledge of the application of Artificial Intelligence (AI) for such a project will be considered an asset.

*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.*