



Position Title	Process Development Coordinator
Main Location	Malta Enterprise, Pietà
Team	Process Development
Reporting Relationship	The post holder will mainly report directly to the Team Leader
Salary Scale	C1

Malta Enterprise is looking for a skilled, dynamic team player to review and assess the various procedures and processes operating within Malta Enterprise, analysing the relationship between established performance metrics and actual performance of the various Offices and providing recommendations on solutions for narrowing and / or removing these performance gaps. He or she will be responsible for researching, introducing and monitoring various national and international benchmarks directed at improving operations and processes within Malta Enterprise.

Main Responsibilities

- Provides advice, guidance, direction, and authorisation to staff with regards to plans, policies and procedures of Malta Enterprise
- Draws up and upon approval implements proactive and strategic plans and implementation time frames for Quality and Process Improvement initiatives that are to be undertaken to improve the business of Malta Enterprise.
- Ensures that the implementation of a quality framework renders meaningful improvements and change to Malta Enterprise.
- Develops and upon approval implements a framework for process improvement within Malta Enterprise that is based on international methodologies and best practice.
- Maps and analyses process relationships of operations, service management, human resource management, financial management, et al
- Collates and analyses performance data provided by the various Offices within Malta Enterprise and identifies any gaps present between the performance metrics established and the actual performance by the said Office.

- Liaises closely with the relevant functions to fully understand issues leading to performance gaps identified and to gather information that would facilitate process re-engineering and integrated business solutions.
- Undertakes quality and process reviews to identify issues resulting in the performance gaps identified and advises accordingly.
- Embarks on a process of re-engineering and / or introduction of technological improvements to resolve or improve any performance gaps identified during the quality and process reviews.
- Works with the relevant functions to identify, develop and implement measures and / or technologies which would improve the quality and effectiveness of processes under review.
- Monitors implemented process improvement measures / technologies and / or benchmarks and highlight any deviations from planned objectives as appropriate.
- Provides advice and guidance to Malta Enterprise personnel on process implementation issues.
- Attends briefings and meetings as necessary.
- Prepares and presents reports and other documentation to senior management as requested.
- Keeps up to date with the latest trends, frameworks and tools relating to the area of Quality and Process Improvement.
- Keeps up to date with various national and international benchmarks and best practices standards pertaining to Malta Enterprise operations e.g. PRINCE II, ITIL, ISO 9001:2 et al.
- Keeps up to date with the latest developments within Malta Enterprise.

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

- Investigative and analytical

Work Aptitudes

- Comprehensive and entrepreneurial
- Logical and mathematical
- Outgoing and expressive

Minimum Requirements

- MQF L7 (Post Graduate / Master's) in a related area + 2 years' relevant experience
- MQF L6 (Bachelor's) in a related area + 4 years' relevant experience
- 8 years' relevant experience

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.