

**JOB PROFILE**

<b>Profile</b>	Leader – ISO Certification
<b>MITA Career Level</b>	4
<i>Based on SFIA v6 Responsibility Levels</i>	

**SUMMARY STATEMENT**

Leads and supervises initiatives and compliance checks within the Certification function to ensure that an efficient support function for the Agency’s development and maintenance of ISO certification standards and frameworks.

**MISSION**

Ensures successful implementation of policies and procedures in line with the Agency’s and ISO Standards requirements.

**DELIVERABLES**

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|--------------------|--|
| <b>Accountable</b> | <ul style="list-style-type: none"> <li>• Processes</li> <li>• Service / Function</li> </ul>  |
| <b>Responsible</b> | <ul style="list-style-type: none"> <li>• Service</li> <li>• Stakeholder Relations</li> </ul> |
| <b>Contributor</b> | <ul style="list-style-type: none"> <li>• Activities</li> <li>• Agency Strategy</li> </ul>    |

**MAIN TASKS**

- Undertake day-to-day activities of the Certification Management function ensuring delivery and support of services is to the appropriate level of quality, on time and with budget and in accordance with the Agency’s policies and procedures.
- Carries out research on ISO standards associated with the Agency’s operational requirements.
- Co-ordinate tasks related to ISO certification with MITA to ensure conformity and compliance.
- Devise a corporate wide compliance check plan covering all required assessments.
- Monitor developments in relation to ISO standards so that systems and procedures are updated accordingly.
- Provides training and awareness on ISO related matters within the Agency.
- Manage third party contractors including Certification Bodies in relation to ISO certification.
- Follow up on all ISO non-conformance corrective actions.
- Report progress at regular intervals to various stakeholders and escalate issues when necessary.
- Maintaining and updating Agency Integrated Management System.
- Other duties as assigned by the CMU Manager/ Head of Department.

**ESSENTIAL BASIC ATTRIBUTES** *Based on SFIA v6 according to Responsibility Levels*

<b>Autonomy</b>	Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.
<b>Influence</b>	Interacts with and influences colleagues. Has working level contact with customers, suppliers, and partners. May supervise others or make decisions which impact the work assigned to individuals or phases of projects.
<b>Complexity</b>	Performs a range of work, sometimes complex and non-routine, in a variety of environments. Applies methodical approach to issue definition and resolution.
<b>Business Skills</b>	Demonstrates an analytical and systematic approach to issue resolution. Takes the initiative in identifying and negotiating appropriate personal development opportunities. Demonstrates effective communication skills. Contributes fully to the work with teams. Plans, schedules, and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards, and procedures. Appreciates the wider business context, and how own role relates to other roles and to the business of the employer or client.

**ESSENTIAL PROFESSIONAL ATTRIBUTES** *(Further explained in Appendix I)*

<b>Generic Competencies</b>
Organisational Awareness Customer Service Awareness
<b>Domain Specific Competencies</b> <i>(choose one)</i>
Internal Audit Performance Monitoring

**ESSENTIAL SOFT SKILLS** *Based on ESCO database (Appendix II)*

Social Skills – Working with others and as a team Attitudes and Values Thinking – Creative and Analytical Communication – Verbal and non-Verbal
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**ELIGIBILITY CRITERIA**

<p>One of the following sets of qualifications and/or experience in areas related to Business and/or Finance and/or IT and/or ISO Auditing and/or Risk Management:</p> <ul style="list-style-type: none"> <li>i. A qualification in one of the above areas at MQF Level 7 OR higher; OR</li> <li>ii. A qualification at MQF Level 6 AND an additional 1 year experience; OR</li> <li>iii. A qualification at MQF Level 5 AND an additional 3 years' experience; OR</li> <li>iv. A qualification at MQF Level 4 AND an additional 4 years' experience; OR</li> <li>v. Five years' experience.</li> </ul>
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**REPORTING LINE**

<b>Reports to</b>	Head of Department or delegate
<b>Interacts with</b>	Peers
<b>Supervises</b>	None

**WORKING CONDITIONS**

Normal hours with possibility to provide support in crisis situations after office hours or on weekends.

**APPENDIX I – ESSENTIAL PROFESSIONAL ATTRIBUTES**

**Generic Competencies**

**Organisational Awareness**

- a) Understands the linkage between the Agency’s strategy, business plan, customers, and suppliers.
- b) Understands own and others role and responsibilities within the Agency.
- c) Understands the contribution of own area of work towards the achievement of the Agency’s mission, making recommendations as appropriate.

**Financial Awareness**

- a) Broad awareness of the Agency’s financial model (ex. budgets, cost components, revenue streams).
- b) Identifies and reports any possible deviations from expenditure, budgets and targets related to own area of work.

**Human Resources Management**

- a) Awareness of the Agency’s HR philosophy as expressed in the Agency Values.
- b) Awareness of the importance of resource planning, organisation design and development towards the achievement of the Agency’s mission, making recommendations as appropriate.
- c) Awareness of the Agency’s HR initiatives, policies and frameworks including those related to learning, career progression, performance, and reward.

**Customer Service Awareness**

- a) Understands the importance of customer service to an organisation.
- b) Understands own duties with respect to ensuring a good customer experience.
- c) Works towards the required levels, standards, and targets of customer service to ensure a good customer experience.



**Domain Specific – One of the Below Areas****Internal Audit**

- a) Internal Audit services in developing and executing the audit plan, whilst supporting Internal Audit practices day to day duties.
- b) Contribute to the evaluation of the efficacy of risk management processes in place whilst challenging current processes across the Agency and recommend opportunities for refinement.
- c) Assist in the planning and implementation of an annual Internal Audit plan.
- d) Organize evidence and reference work papers in line with the applicable internal audit standards.
- e) Plan, execute, and communicate audit engagements, through compiled audit reports to record audit findings, and put forward recommendations to address identified gaps.
- f) Ensure complete, accurate and timely reporting on control deficiencies to management and propose remedial options to mitigate risk and add value.
- g) Provide follow-up actions to ensure implementation of audit recommendations.
- h) Support the development and maintenance of internal audit policies and procedures in accordance with international audit best practices and standards.
- i) Support in the implementation of best audit and business practices in line with applicable internal audit standards
- j) Develop and maintain effective and professional working relationships with all levels of staff within the organization, including Senior Management and the Board Audit Committee to ensure effective communication of risks and action needed.
- k) Other duties as assigned by the Manager, Internal Audit Manager, the Board Audit Committee and the Executives Chairman or his delegated representative.

**Human Resources Management**

- a) Shares insight and works with colleagues and managers to influence the development of Agency's plans and priorities.
- b) Support plans and execution of structural and personnel changes and ensure detailed records of changes implemented.
- c) Identifies areas of concern around people management, reward and recognition and make suggestions for improvement where appropriate.
- d) Ensures that new starters and transitioning employees undergo appropriate and supportive induction and collate exit interview information.
- e) Supports and promotes various HR activities and ensure proper communications. Actively contribute towards increasing employee participation.
- f) Supports the career development processes and prompt individuals when training or learning opportunities (in line with their personal development plans) become available.
- g) Ensures proper upkeep of records related to area of competence. Any supporting literature, internet and intranet material must contain clear, transparent and consistent messages.
- h) Advises employees about the Agency's values and behavioural expectations.
- i) Supports the staff selection process logistics.
- j) Has a basic understanding of employment legislation.

### Financial Management

- a) Professional Accounting Standards – Demonstrate awareness and knowledge of the professional standards. Apply those principles to accurately record financial transactions and maintain appropriate supporting documentation.
- b) Transactional Accounting and Closing Processes – Demonstrate a sound understanding of all activities within the receivables process, calculation of non-complex provisions using appropriate methods, identify risks of bad debts. Demonstrate a sound understanding of all activities within the payables process. Demonstrate a sound understanding of month end procedures and provide accurate and timely financial submissions. Reconcile relevant sub ledgers to general ledger and perform other related account reconciliations, evaluate accounts for legitimacy and balance substantiation. Understand the different components and interdependencies of the organisation's chart of accounts. Demonstrate a sound understanding of all activities within the fixed asset management
- c) Financial Reporting and Compliance – Understand and describe the main elements of financial statements and reports. Understand general compliance requirements and provide accurate and timely financial submissions.
- d) Business Planning, Forecasting and Budgeting – Contribute to the business planning, budgeting and expenditure forecasting processes. Apply basic modelling, forecasting and planning techniques to develop cost forecasts with cost drivers identified and explained.
- e) Management Reporting and Analysis – Extract and deliver straightforward management information reports. Prepare and provide accurate and timely financial data, where appropriate, for inclusion in the financial control process.
- f) Accounting Information Systems – Develop and maintain computer literacy on applications critical to the effectiveness and efficiency of internal accounting processes and procedures.
- g) Tax Strategy, Planning and Compliance – Prepare basic tax returns in area of specialisation.
- h) Tax Accounting – Apply basic tax accounting principles to appropriately record taxes.

### Facilities Management

- a) Oversees that the MITA reception functions to guarantee an excellent first impression to both telephone and personal callers.
- b) Maintains the organisation's office equipment (Copiers, faxes, shredder, etc) to ensure all equipment is in good working condition and that the relevant consumables are available and act as first point of contact for internal users.
- c) Operates (and where applicable maintains) the Car Fleet Monitoring, Fuel Card, Telephony, Access Control System and Key Management system by serving as liaison between employees and the respective suppliers. Ensure systems are up-to-date and generate relevant reports
- d) Logs, prioritises and categorises incidents through the Marval system and to escalate to higher levels of support as may be required both from internal teams and contractors.
- e) Coordinates the proper housekeeping (including Security and Cleaning contractors' work schedules), the smooth running of the administration functions, as well as the logistical support for corporate events.
- f) Issue quotations and vets procurement request forms for the purchase of goods and services related to the Unit. Vets related invoices.
- g) Participates on tender adjudicating committees.
- h) Develops and maintains facilities documentation, policies and procedures in conjunction with relevant groups.
- i) Assesses administration related complaints and recommend a viable solution when possible.
- j) Assists in health and safety policies and procedures to ensure that standards are maintained at all times.

- k) Reports on a regular basis, highlighting progress, operational status, issues and recommend solutions.
- l) Executes Records Management policies and processes.

### Strategy and Business

- a) Be knowledgeable of the content of the National ICT Strategy, the MITA Strategy and other strategies, and the implication of the various actions identified in these strategies.
- b) Participates in projects/initiatives and activities leading to the implementation of the National Strategy, MITA strategy and other related strategies and plans.
- c) Co-ordinates the compilation of periodic reports pertaining to specific topics.
- d) Participates in the organisation of events in connection with specific projects.
- e) Co-ordinates the compilation of communications intended for senior executives or the general public, government entities and/or internally within MITA.
- f) Contributes towards the organisation and performance of promotional activity through various media channels including, social media, press, TV and others as directed.
- g) Coordinates and acts as liaison on specific tasks and activities as directed.
- h) Performs day-to-day activities in relation to projects and updating of content management sites.

### Marketing and Communications

- a) Contributes to and develops marketing plans for MITA initiatives and campaigns.
- b) Oversees campaigns through the production stage to completion.
- c) Manages the production of marketing materials.
- d) Supports and promotes all MITA activities.
- e) Sources advertising opportunities.
- f) Articulates articles, blogs, communications, social media posts, press releases, adverts and other communications and marketing materials.
- g) Proofreads copy to check spelling and grammar (both in English and Maltese).
- h) Maintains a content plan for Social Media, Newspapers, Website and other MITA official communications channels.
- i) Carries out administrative tasks as directed by the Social Media, PR and Communications Manager.
- j) Maintains MITA's online presence relevant and up-to-date.
- k) Monitoring ongoing campaign spend against the allocated budget including keeping accurate records.
- l) Experience in photography and video productions will be considered an asset.
- m) Experience in using Photo Manipulation and Video editing software will be considered an asset.

### Contracts

- a) Executes processes in own area of responsibility.
- b) Good knowledge on procurement practices and procedures, and contract legislation.
- c) Understands the role that procurement should play and the needs for procurement to be taken into consideration at an early stage.
- d) Compiles Reports for the effective monitoring of tenders and contracts and reporting within the stipulated timeframes.
- e) Carries out checks to ensure that the information in the management systems and contracts databases is correct and updated throughout the entire procurement cycle.

- f) Monitors and evaluates contract performance against pre-determined criteria, reporting any possible deviation to superiors.
- g) Assists the various stages of the procurement life cycle in an administrative capacity.
- h) Assists in the management of financial guarantees and bonds, and insurance policies.

#### **Performance Monitoring**

- a) Request, track and maintain project documentation, including proposals, mandates, contracts, change requests, user acceptance forms and any other official project documentation
- b) Trigger client invoicing in a prompt and accurate manner as per terms stipulated in contracts
- c) Monitor projects progress against plan and identifies any activities impacting the plan
- d) Compile and issue financial and non –financial reports to management to support decision making and highlighting areas where correction action is required
- e) Maintain and administer all data in the Time Recording System (TRS), including employees and project data, and monitor the logging of hours
- f) Maintain and update all project and services reports and ensure that all relevant job codes are captured and recorded under the appropriate report
- g) Support the Finance and Contract unit with collating and analysis of reports

**APPENDIX II - ESCO DATABASE****Social Skills**

## Working with Others - work as part of a team

- Accept constructive criticism
- Collaborate on tasks
- Foster social networks
- Give constructive criticism
- Share information
- Share opinions
- Share resources

**Attitudes and Values at Work**

## Attitudes

- Demonstrated commitment – attend to detail, attend to quality, be curious, make an effort, meet commitments, persist, show enthusiasm, work efficiently, work independently
- Handles challenges – adapts to changes, build on experience, cope with pressure, deal with uncertainty, learn from mistakes, manage frustration

## Values

- Follow ethical work practice – identify environmental impact, identify ethical issues, identify social impact, make ethical choices, reflect on own work practices
- Show respect – demonstrate tolerance, show consideration, show good manners, treat people fairly, work with different viewpoints

**Thinking**

## Creative and Entrepreneurship

- Generate new ideas – anticipate needs, experiment, recognise opportunity, show originality, visualise completed work
- Turn new ideas into action – adapt implementation strategy, create implementation strategy, produce original work

## Critical thinking

- Examine evidence – check facts, consider alternative views, consider impact of judgement, critique reasoning, notice bias
- Explore issues – ask key questions, draw conclusions, explain reasoning, identify live topics, identify patterns, make judgements, question assumptions, recognise connections

## Learning

- Manage learning process – monitor learning process, plan learning, use different learning strategies
- Manage the learning self – prioritise learning tasks, reflect on learning process

## Planning own work

- Follow plan – monitor progress
- Manage time – work out time line
- Sets target – identify tasks

## Problem Solving

- Analyse the problem – examine causes of problem, explore context of problem, identify stakeholders involved
- Plan for action – devise strategy, prioritise actions, set goals
- Take action to solve the problem – coordinate actions, evaluate success, implement strategy, multi-task, troubleshoot

**Communication**

## Non-verbal communication

- Respond to cultural differences



- Understands non-verbal cues – read different types of eye contact, read different types of touch, read facial expressions, understand gestures, understand postures, understand uses of personal space
- Use non-verbal cues – make appropriate use of eye contact, make appropriate use of personal space, make appropriate use of touch, use appropriate facial expressions, use appropriate gestures, use appropriate postures

Verbal communication

- Spoken interaction – debating techniques, interrogating, negotiating, persuading
- Spoken production – presentation techniques