

JOB PROFILE

Profile Executive
MITA Career Level 3
Based on SFIA v6 Responsibility Levels

SUMMARY STATEMENT

Executes processes to meet service requirements.

MISSION

Provides client support and processes activity.

DELIVERABLES

Accountable	• Processes
Responsible	• Service
Contributor	• Activities

MAIN TASKS

- Executes policy and processes in own area of responsibility
- Implements policy / processes in own area of responsibility
- Provides client support through facts and information
- Investigates and resolves issues
- Compiles reports as instructed
- Maintains information in area of responsibility up to date
- Assists with roll out of initiatives in own area of responsibility and as required
- Implements activities during the year
- Other duties as assigned including all duties pertaining to the previous level

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

Autonomy	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.
Influence	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.
Complexity	Performs a range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to issue definition and resolution.
Business Skills	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 of 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)*

Generic Competencies

Organisational Awareness
 Financial Awareness
 Human Resources Management
 Customer Service Awareness

Domain Specific Competencies *(choose one)*

HR Management
 Financial Management
 Facilities Management
 Strategy and Business
 Social Media, PR and Communications
 Contracts
 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

ELIGIBILITY CRITERIA

Successful completion of probation.

REPORTING LINE

Reports to	Head of Department or delegate
Interacts with	Peers
Supervises	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) Assists with cost estimates, capture and recording of specified costs associated with initiatives / services within own area of responsibility.
- c) 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**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.

Social Media, PR 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