

JOB DESCRIPTION

Position: **Officer - Projects Coordinator**

Reports to: **Head Operations**

Ref: **CAA/126/26**

1. BASIC FUNCTIONS

The Climate Action Authority is the first of its kind, and we know our excellence depends on our staff. We are seeking a reliable, proactive, and committed Projects Coordinator to support the delivery of project activities within the Authority's Projects Unit. The selected candidate will assist in ensuring effective implementation and coordination of projects and initiatives that contribute to the Authority's objectives and operational needs.

The Officer will be responsible for managing and coordinating external stakeholder communications, providing timely, accurate, and professional responses to queries and information requests received by the Authority and assist in customer care requests. The driving force behind our business growth is a skilled and dedicated project management team. We are searching for a highly qualified project coordinator to help us maintain our position as an innovative authority. The ideal candidate will have projects experience and strong skills in work-plan development and progress tracking. The project coordinator will also prepare and present updates regularly to relevant management channels, ensuring that our goal of innovation and customer support is being achieved.

The Officer will support the efficient handling, tracking, and resolution of incoming queries by liaising with internal departments to gather and verify information, coordinating responses, and maintaining accurate records of all communications. The role will contribute to the smooth delivery of projects and customer care operations, ensuring that all enquiries are managed effectively, within established timelines, and in accordance with the Authority's mission and service standards.

2. POSITION OBJECTIVES

To ensure that assigned duties are performed and fulfilled in accordance with the aims and objectives of the Authority;

To contribute towards the objectives of the Authority through effective and efficient planning, managing, controlling and fulfilling of assigned duties.

3. DUTIES OF OFFICER – PROJECTS COORDINATOR

The Officer is responsible for the satisfactory performance of the duties in Annex A.

The Officer shall foster, promote and contribute to a culture of work ethic and service to the public and suppliers.

4. ORGANISATIONAL RELATIONSHIPS

4.1 Structural

Responsible to the Head Operations

The Officer may be required to coordinate teams within the Authority to work on specific tasks or projects and thus be responsible for one or more other staff members.

4.2 Authority

The Officer has the authority to take any reasonable action consistent with position objectives and responsibilities and subject to any direction given by the Line Superior or their representative.

4.3 Responsibility

The Officer is responsible for the satisfactory performance of all the above duties.

4.4 Accountability

The Officer is accountable for all the duties undertaken. The performance and effectiveness of the appointee will be gauged by considering the following:

- the provision of technical advice, project planning and coordination;
- the provision of services within the agreed time frames;
- initiative and innovative spirit shown;
- quality of the service provided;
- finding and applying new ideas and improvements that help the Authority achieve its goals;
- earning positive feedback by working well with others and providing helpful, responsive support.

4.5 Cooperation and Teamwork

The Officer shall promote and contribute to a culture of cooperation, collaboration and teamwork within the Authority.

4.6 Supervision

The Officer will receive direction from the Head Operations or their line superior.

4.7 Success Metrics

- Achievement of key performance indicators related to project development, managing and implementation.
- Successful implementation of projects.

5. **ELIGIBILITY REQUIREMENTS**

5.1 Qualifications and Experience

- In possession of a recognised Diploma at MQF Level 5 (subject to a minimum of 60 ECTS/ECVET credits or an appropriate, recognized, comparable qualification) in Business Administration, Marketing, Commerce or in relevant areas determined by the Management and preferably three (3) years relevant work experience in coordinating teams and clients. Proven success in a corporate setting, working with all levels of management as well as strong written, verbal, and presentation skills.
- Applicant holding foreign qualifications are required to produce a recognition statement by the Malta Qualifications Recognition Information Centre (MQRIC) within the Malta Further and Higher Education Authority (MFHEA), which is to be obtained by submitting an online application for the recognition of qualifications at <https://services.mfhea.mt/CertificationApplication.aspx>.
- Qualifications at a level higher than that specified will be accepted for eligibility purposes, provided they meet the specified subject requirements.

5.2 Other

The applicant must have:

- Ability to communicate in both Maltese and English languages.
- Excellent negotiation and communication skills.
- Strong analytical and problem-solving abilities.
- Attention to detail and strong organizational skills.
- Proficiency in Microsoft Office Tools and other relevant statistics and analytical tools.

The appointment of candidates who are not citizens of Malta may necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

6. OTHER PROVISIONS

6.1 This appointment is subject to a probationary period of twelve (12) months.

6.2 Selected candidates must be of conduct which is appropriate to the post/position applied for. Prior to appointment, selected candidates must produce a Certificate of Conduct issued by the Criminal Records Office or other competent authority not earlier than six (6) months from the closing date of this call for applications, which should be submitted by the selected candidate within one (1) week from the date of the notification of appointment.

6.3 Submission of documentation.

With application:

- i. CV
- ii. Covering Letter
- iii. Scans of certificates/transcripts and/or testimonials or Jobsplus records or similar supporting work experience
- iv. Scan of ID Card/ passport
- v. MQRIC certification of equivalence in case of foreign qualifications

At interview:

- i. Originals of Educational Qualification Certificates
- ii. Original ID card or passport (for verification)

Prior to signature of contract of employment:

- i. Jobsplus / Identita (Identity Malta) permit to work, if applicable
- ii. Certificate of good conduct (original/s)

6.4 In terms of the requirements emanating from Directive 16, regarding the “Governing Framework for Preventing and Managing Conflicts of Interest in the Public Administration”, issued by the Principal Permanent Secretary on 27th November 2023 and which came into force on 1st February 2024, the Selection Board will assess candidates’ previous employments to assess potential conflicts of interest. In this respect, candidates are to provide a completely updated CV, including qualifications and employment history with their application. Any potential conflict of interest matters noted will be reported, to ensure that should the candidate be recruited, such conflicts of interest would be appropriately managed. Moreover, selected candidates are to report any known actual, potential or apparent conflicts of interest prior to accepting an appointment, through the prescribed Declaration available at Appendix 1 to Directive 16.

ANNEX A

Duties and Responsibilities

1. Project Coordination and Delivery

- Support the planning, coordination, and execution of projects, ensuring alignment with organisational objectives, timelines, and budgets.
- Liaise with internal teams and external stakeholders to define project scope, requirements, and deliverables.
- Monitor project progress, identify risks, and escalate issues where necessary to ensure timely and effective delivery.
- Coordinate internal and external resources, ensuring efficient allocation and optimal use of capacity.
- Maintain accurate project documentation, including timelines, milestones, and performance tracking.
- Contribute to continuous improvement of project management practices, tools, and reporting systems.

2. Stakeholder Engagement and Customer Care

- Act as a primary point of contact for external stakeholders, handling queries, requests, and submissions in a professional, timely, and service-oriented manner.
- Ensure a high standard of customer care by maintaining responsive, clear, and consistent communication.
- Build and maintain effective working relationships with stakeholders, including clients, partners, and service providers.
- Support the management of stakeholder expectations by ensuring transparency and accuracy in all communications.

3. Query and Case Management

- Receive, log, and assess incoming queries, ensuring they are properly categorised and assigned to the relevant internal units.
- Coordinate the preparation of responses by liaising with technical teams and subject matter experts.
- Monitor and follow up on outstanding queries to ensure timely resolution.
- Maintain accurate records of all interactions, ensuring traceability and compliance with internal procedures.

4. Internal Coordination and Communication

- Act as a liaison between departments to gather, verify, and consolidate information required for project delivery and stakeholder responses.
- Ensure all outgoing communication is aligned with organisational policies, approved messaging, and quality standards.
- Assist in drafting and coordinating responses, ensuring appropriate internal review and approvals are obtained.

5. Reporting and Performance Monitoring

- Track and report on project progress, risks, and outcomes to management.
- Monitor trends in stakeholder queries and prepare periodic reports highlighting key issues and opportunities for improvement.
- Maintain and update databases and tracking systems related to projects and stakeholder engagement.

6. Support to Communications and PR

- Support the Communications and Marketing function in external engagement activities, ensuring consistency with organisational branding and communication strategies related to operations.
- Coordinate with the Head of PR and Marketing on stakeholder communication processes where required.

7. Governance, Compliance, and Continuous Improvement

- Ensure all activities comply with organisational policies, including data protection and confidentiality requirements.
- Contribute to the improvement of customer care processes, tools, and service standards.
- Support the development of team capacity by sharing knowledge and promoting best practices.

8. General Responsibilities

- Perform any other duties as may be reasonably assigned by senior management.

To carry out any other duty as may reasonably be directed by the line superior and/or his/her representative.