

JOB DESCRIPTION

Position: Unit Manager, External Relations and Communications

Reports to: Head of External Relations and Communications

Ref: CAA 325/26

1. BASIC FUNCTIONS

The Climate Action Authority is the first of its kind, and we know our excellence depends on our people. We are looking for a capable and driven manager to help operate a new, unified function bringing together stakeholder engagement, corporate communications and public relations under one strategic remit. This is a rare opportunity to help shape how a national Authority engages with citizens, industry, government and the media on one of the defining issues of our time.

The Unit Manager, External Relations and Communications supports the day-to-day operation of the function, responsible for the fulfilment of duties within the Climate Action Authority, as assigned to them, and in line with the aims and objectives of the Authority and in accordance with relevant legal instruments, including the Authority Act, subsidiary national legislation, and European Union and international legal instruments as may be applicable.

Reporting directly to the Head of External Relations and Communications, the post holder will manage and coordinate the delivery of the Authority's engagement, communications and PR activities, ensuring that plans are executed to a high standard, that stakeholders receive timely and consistent responses, and that the Authority is presented as a credible, trusted and visible national voice on climate action.

The post holder will supervise and support team members across stakeholder engagement, corporate communications and media/PR, working across a wide range of citizen and stakeholder groups/panels, governance structures, policy leads and the media to deliver engagement and communications activity of the highest quality.

2. POSITION OBJECTIVES

- To manage and coordinate the delivery of the Authority's integrated stakeholder engagement, communications and PR activities, in line with the strategy set by the Head;
- To act as an operational point of contact and support to the Head of External Relations and Communications on engagement, reputation and communications matters;
- To supervise, support and develop team members across stakeholder engagement, communications and PR;
- 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

The Unit Manager, External Relations and Communications is responsible for the satisfactory performance of the duties in Annex A.

The Unit Manager shall foster, promote and contribute to a culture of work ethic and service to the public and suppliers, and shall support a high standard of engagement and communications practice across the Authority.

4. ORGANISATIONAL RELATIONSHIPS

4.1 Structural

Responsible to the Head of External Relations and Communications, and working closely with colleagues across the Stakeholder Engagement, Communications and PR functions.

The Unit Manager will coordinate and supervise the delivery of assigned tasks across the function, with direct line management responsibility for one or more staff members, and will support the Head in the running of the unit.

4.2 Authority

The Unit Manager has the authority to take any reasonable action consistent with position objectives and responsibilities, including the operational management of engagement plans, communications activities and media logistics, subject to the approval of the Head of External Relations and Communications or their representative. Sign-off of public communications and media statements remains subject to the direction of the Head.

4.3 Responsibility

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

4.4 Accountability

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

- the provision of sound operational, technical and reputational support within budgets;
- the provision of services within the agreed time frames;
- the sensitivity to concepts of cost-effectiveness and added value;
- initiative and innovative spirit shown;
- the quality, consistency and reach of engagement, communications and media output;
- the effective supervision and development of team members;
- quality of the service provided.

4.5 Cooperation and Teamwork

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

4.6 Supervision

The Unit Manager will receive direction from the Head of External Relations and Communications or their representative, and may be asked to deputise on operational engagement, communications and PR matters.

4.7 Success Metrics

- Achievement of key performance indicators related to reporting obligations;
- Successful implementation of reporting policies and procedures;
- Growth and quality of stakeholder relationships and public trust;
- Strength and consistency of the Authority's media presence and public profile.

5. ELIGIBILITY REQUIREMENTS

5.1 Qualifications and Experience

- A Bachelor's degree in Business, Public Relations, Communications, Science, Journalism or a related field, with a minimum of 5 years of relevant working experience, of which at least 3 years in a supervisory or coordinating role within engagement, communications or PR functions.
- Candidates holding a Master's degree in a related field with a minimum of 3 years of relevant working experience, including at least 2 year in a supervisory or coordinating capacity, will also be considered.
- A Master's qualification at MQF Level 7, or equivalent, must comprise a minimum of 90 ECTS/ECVET credits or equivalent. A recognised Master's qualification with a minimum of 60 ECTS/ECVET is only accepted subject to an MQRIC formal Master's recognition statement being submitted with the application. A recognised Master's qualification from the University of Malta (awarded pre-2009) with less than 60 ECTS/ECVET credits is acceptable provided that it is verified by MQRIC that the workload is comparable to at least 60 ECTS/ECVET credits.
- Proven experience delivering stakeholder engagement, public affairs, communications or PR activities is required.
- Demonstrated experience working with government entities, NGOs, industry representatives and the media is a strong advantage.

5.2 Other

The applicant must have:

- Ability to communicate in Maltese and/or English languages;
- Strong analytical and problem-solving abilities;
- Experience in stakeholder engagement, communications or PR, preferably within the public sector or on complex, high-profile projects;
- Good understanding of the policy, regulatory, and political environment;
- Demonstrated ability to help develop and implement integrated stakeholder engagement, communications and PR plans;
- Media relations experience, including supporting a spokesperson and helping manage crisis or reputational issues;
- Excellent communication, interpersonal, and networking skills;
- Strong organisational, budgetary and project management abilities, with the capacity to manage multiple priorities under pressure;
- Experience supervising and developing team members;
- Experience using CRM systems and stakeholder management tools;
- High attention to detail and ability to meet tight deadlines.

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:

- CV
- Covering letter
- Scans of certificates/transcripts and/or testimonials or Jobsplus records or similar supporting work experience.
- Scan of ID Card/passport

At interview:

- Original ID card or passport (for verification)
- MQRIC certification of equivalence in case of foreign qualifications

Prior to signature of contract of employment:

- Originals of certificates/transcript presented with application (for verification)
- Jobsplus / Identità (Identity Malta) permit to work, if applicable
- 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

This is a management role supporting the operation of a single function bringing together stakeholder engagement, corporate communications and public relations, to facilitate stakeholder mapping, planning and reputation management across our Authority. This includes the following:

1. Operational Leadership

- Support the delivery of the Authority's integrated stakeholder engagement, communications and PR strategy, as set by the Head, aligned with corporate objectives.
- Act as an operational point of contact to the Head of External Relations and Communications on engagement, reputation and communications matters or to the line superior.
- Supervise, support and develop team members across engagement, communications and PR.
- Help manage the function's budget, ensuring effective and efficient use of resources.

2. Stakeholder Management and Engagement

- Implement stakeholder engagement plans to strengthen partnerships and collaboration.
- Maintain and regularly update stakeholder mapping, ensuring a clear understanding of stakeholder interests, priorities, and influence.
- Act as a day-to-day point of contact for key stakeholders, ensuring timely responses, effective relationship management, and trust-building.
- Coordinate stakeholder engagement activities, including communication channels, frequency, and methods of engagement.
- Organise and participate in stakeholder consultations, working groups, meetings, and engagement events.
- Maintain stakeholder databases and CRM systems to support outreach and engagement activities.
- Monitor, evaluate, and report on stakeholder engagement activities, ensuring continuous improvement.
- Identify opportunities to strengthen stakeholder relationships and expand the Authority's network including identification of conferences and meetings on both local and international fora.

3. Communications and Public Relations

- Support the execution of the Authority's corporate communications and PR strategy, ensuring a consistent, credible and compelling narrative.
- Support the Authority's spokesperson function, helping build and maintain strong relationships with journalists and media outlets.
- Support crisis and issues communications, helping protect and enhance the Authority's reputation.
- Coordinate the development of press releases, media briefings, publications, and content for digital and social media platforms.
- Coordinate public consultations, forums, and events to enhance participation and gather feedback.
- Manage and grow outreach through digital and traditional communication channels.
- Identify and pursue opportunities to raise the Authority's public profile nationally and internationally.

4. Policy, Regulatory and Advocacy Support

- Work with policy and regulatory teams to integrate stakeholder and public insight into policy development.
- Monitor stakeholder feedback, media trends, and emerging issues to inform decision-making.
- Represent the Authority in stakeholder meetings, public forums, media engagements, and conferences as required.

5. Team Supervision and People Management

- Supervise, support, mentor and develop staff across the stakeholder engagement, communications and PR function.
- Set clear objectives, provide regular feedback, and foster a high-performance, collaborative team culture.

6. Reporting and Evaluation

- Track and assess the effectiveness of stakeholder, communications and PR activities against objectives.
- Prepare regular reports, insights, and recommendations for the Head and senior management.
- Ensure compliance with transparency, governance, and public participation requirements.

7. Other

- Support events coordination and stakeholder-related initiatives across the Authority.
- Perform any other duties as may reasonably be assigned by the Head of External Relations and Communications or their designated representative.

The Unit Manager, External Relations and Communications may also be required to carry out any other duty as may reasonably be directed by the Head of External Relations and Communications and/or their representative.