

Post Title: Clerical Officer/Clerk (Grade L)
Agency: National Literacy Agency (NLA)
Responsible to: Chief Executive Officer

Accountability

The post-holder shall be accountable to the CEO of the National Literacy Agency and/or his/her delegate.

Job Purpose

This is a full-time position and the selected candidate must have excellent customer services skills and an ability to perform duties effectively.

Roles and Responsibilities

The duties of a Clerical officer/Clerk in the National Literacy Agency include:

- a. dealing with the public (face-to-face, telephone and email correspondence) and assisting promptly as necessary e.g. providing immediate information, transferring calls, taking messages, responding to queries and handling complaints in a timely and professional manner etc.;
- b. providing clerical support within the Agency;
- c. collecting material for consideration, correspondence, bulletins, memorandums, and other material;
- d. compiling and editing basic reports, and letters;
- e. preparing or transcribing from rough drafts and précis;
- f. compiling statistics and maintaining records up-to-date as required;
- g. compiling and filing reports and other Agency records;
- h. copying, typing, filing, operating office machinery and computer workstations, and undertaking minor mechanical office work;
- i. dealing with cases in accordance with well-defined regulations, instructions or general practice;
- j. scrutinising, checking and cross-checking straightforward accounts, claims and returns;
- k. preparing returns, accounts or statistics in a prescribed form;
- l. keeping records of the receipt and issue of resources;
- m. handling small amounts of cash such as fees relating to routine services;
- n. assuming responsibility for public counters or reception desks;
- o. carrying out any other duties according to the exigencies of the Agency as directed by the Chief Executive Officer and/or his/her delegate.

Eligibility criteria

1. Four (4) SEC (Grades 1 - 5) or GCE Certificates (Grades A - C) at MQF Level 3 which should include Maltese, English, Mathematics and IT skills (MS Office) (*), **OR** a full MQF Level 3 VET qualification including four (4) subjects namely Maltese, English, Mathematics and IT skills (MS Office) (*) as separate study units within the course pursued, **OR** a recognised appropriate comparable qualification; **AND**
 2. Proficiency in the Maltese and English languages both verbally and written (Level B2 of the Common European Framework of Reference for Languages), or equivalent, or higher.
- (*) IT skills (MS Office) includes any successfully completed IPS/ECDL/MFHEA accredited course at MQF Level 3.

Due consideration will be given to applicants who have proven relevant work experience in the field (clerical and/or customer care related work).

Supervision Received

The post-holder shall be accountable to the Chief Executive Officer and/or his/her delegate. The post-holder is expected to show initiative and demonstrate the ability to work without constant supervision.

Terms and Conditions

- A 40-hour working week (annualized average) spread out over a five-day period, Monday to Friday:

Winter	1 st October to 15 th June	07:45 – 17:00
Summer	16 th June to 30 th September	08:00 – 14:00
- The remuneration attached to the position of a Clerical Officer/Clerk is equivalent to Salary Scale 15, NLA Grade L, starting at €17,744 per annum (in 2024), rising by annual increments of €298 up to a maximum of €19,532.
- Clerical Officers/Clerks progress to Salary Scale 14 after five (5) years satisfactory service.
- Willingness to be flexible to meet the demands of the role.
- There is a probation period of six months tied to this post.

The National Literacy Agency has zero tolerance policy towards any form of child abuse. Employment with the Agency is subject to the Protection of Minors Act (POMA) clearance.

The National Literacy Agency is committed to the active promotion of Equal Opportunities as an employer and in the provision of services to the community.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

06/02/2024