

Vacancy in the International Protection Agency

Ref: IPA/2025/04

Jobsplus permit: 303/2025

Position:	Administrative Officer I
Reports to:	<i>As appropriate:</i> Manager
Responsible for:	Administrative Tasks

The International Protection Agency was set up in August 2020, replacing the Office of the Refugee Commissioner. In terms of the International Protection Act, Chapter 420 of the Laws of Malta, it is the government entity responsible for receiving and examining applications for international protection.

1. Job Profile

The Administrative Officer I is primarily responsible to provide clerical support to the administrative and technical branches of the Agency.

2. Duties and responsibilities

The Administrative Officer I, will be responsible for the following tasks, as applicable:

1. Office Management:

- i) Oversee daily office operations.
- ii) Ensure the office environment is organized and functional.
- iii) Maintain office supplies and inventory, ensuring timely reordering.
- iv) Operate office equipment and facilities.

2. Record Keeping and Documentation:

- v) Prepare, organize, and maintain important documents and correspondence.
- vi) Handle filing, documentation, and data entry in both physical and electronic formats.
- vii) Manage databases to ensure record accuracy.
- viii) Ensure compliance with data privacy regulations.
- ix) Handle requests for physical files, file documentation in physical files, scan documents and save a soft copy in the Agency's digital archive.

- x) Coordinate the movement of documents between the IPA and the Immigration Police.
- xi) Coordinate the movements of physical files as required.
- xii) Assisting in procurement processes.
- xiii) Assist in budget preparation, monitor expenses, and maintain financial records.
- xiv) Support HR functions by maintaining employee records, assisting in recruitment processes, and ensuring compliance with laws and policies.

3. Communication:

- xv) Serve as the primary point of contact for internal and external communications.
- xvi) Coordinate meetings, appointments, and conferences, and manage inbound and outbound communications such as calls, emails, and letters.
- xvii) Answer phone calls, respond to emails, and handle general inquiries.
- xviii) Coordinate meetings, appointments, and travel arrangements for staff.

4. Others:

- xix) Other general administrative duties that may be required by the Management.

3. Requirements

3.1 Eligibility

- i) having a pass (at least at Grade 5 in the case of SEC examinations, and Grade C or 4 in the case of Edexcel (London) examinations) in six (6) subjects at MQF level 3 which must include Maltese, English, Mathematics and IT Office Application Skills;

OR

- ii) having a full MQF level 3 VET qualification, or a Secondary School Certificate and Profiling qualification at MQF level 3, in six (6) subjects which must include Maltese, English, Mathematics and IT Office Application Skills (*) as separate study units within the course pursued.

(*) It is clarified that reference to IT Office Application Skills, covers any successfully completed course organized by the Institute for the Public Services (IPS) or at MQF level 3 accredited by ICDL Malta (previously ECDL Malta) or the Malta Further and Higher Education Authority (MFHEA).

OR

- iii) Assistant Clerks working within the Malta Public Service /RSSL /Sector environment whose appointment has been confirmed and having (2) years' satisfactory service in the grade.

OR

- iv) Having two (2) years' experience in a migratory/asylum setting.

3.2 Mandatory

1. Demonstrated ability to work under pressure and with strict timeframes.
2. Demonstrated ability to work within a high-standard and professional work environment.
3. Demonstrated willingness to work in a multicultural and diverse environment.
4. Proven ability to use databases and other electronic means of recording data.

3.3 Advantageous

1. Having worked in the field of migration is considered an asset.

4. Recruitment process

4.1 Identifying eligible applicants

After the deadline for submission of applications, the Selection Board will verify the submitted applications against the eligibility requirements described in the previous section. Applications satisfying these conditions will then be assessed against the mandatory and advantageous requirements listed in the previous section. Following this initial assessment, the Selection Board will assess the overall quality of the application and the applicant's suitability for the post when compared to the established job profile.

The selection procedure may be organised online. In such case, further examination will be provided by IPA to candidates invited for an interview regarding the practical modalities for the assessment.

4.2 Evaluation during interviewing process

Candidates invited to the interviewing process (interview and written test) will be assessed on the basis of the mandatory and advantageous requirements described in sections 3.2 and 3.3, and the following additional criteria relevant to the post:

1. IT skills, particularly Microsoft applications, i.e., Email, Word, Excel, etc.
2. Good standard of written and spoken Maltese and English.
3. Organisational skills and initiative.
4. Communication and interpersonal skills.
5. Ability to work well in a team.

Please note that only candidates who are successful in all aspects of the interviewing process (interview with the Selection Board and the written test) will be included on the placement list.

5. Verification of supporting documents

Only candidates who receive an offer letter will be required to present originals or certified copies of the documents listed below to confirm the accuracy and eligibility of the application against their supporting documents:

- A document proving their identity and citizenship.
- Academic qualifications mentioned in the application.
- Professional experience mentioned in the application.

Without prejudice to the above, a scanned copy of all supporting documentation confirming eligibility as listed above is to be submitted together with the completed IPA application form referred to in section 8.

6. Establishing the placement list

A placement list will be established based on the outcome of the assessment phase and will remain valid for a period of one year from the date of its establishment.

Candidates are to note that inclusion on the reserve list does not guarantee recruitment. Recruitment will be based on availability of posts and budget.

7. Conditions of employment

The Administrative Officer I shall be appointed by the Chief Executive Officer, upon recommendation of the Selection Board, following the selection procedure. He/she will be recruited in line with Directive 7 as applicable to the International Protection Agency.

The appointment is subject to a probationary period of six (6) months.

The salary for the post of Administrative Officer I is in Grade G, which in the year 2025 is equivalent to €16,736 per annum, rising by annual increments of €255 up to a maximum of 18,266, plus a non-pensionable allowance of €1,900 per annum.

8. Application procedure

Interested candidates are required to **fill in the IPA application form** and send it in **pdf format** to recruitment@ipa.gov.mt by the **30th September 2025 at 17:00 (CET)**. IPA will disregard any application received after this date and time. Applicants are strongly advised not to wait until the date of the deadline to submit their applications. IPA shall not be held responsible for any delays in submission of applications due to technical difficulties or any other factors that may arise.

If a candidate is found to have provided false information at any stage in the selection procedure, IPA is within its capacity to disqualify the candidate in question.
