

Malta Competition and Consumer Affairs Authority

Position of Chief Operating Officer

(MCCAA/HR/11/2015)

Job Description

The Chief of Operating Officer is responsible to assist the Chairman in the development of the annual strategic plan and leading the execution of such strategies to attain the desired goals and objective. He/She is to lead the direction, coordination, implementation, execution, control and completion of the Corporation's projects as well as to improve customers values and service.

Duties and responsibilities

- To assist the Chairman in regard to responsibilities related to the executive conduct of the Authority, as per Cap. 510.
- To assist the Chairman in the implementation of the policies established by the Board of Governors.
- Give technical and scientific advice in matters related to technical regulations and standards, including administration and enforcement legislation.
- To assist the Chairman in the Authority's administration and organisation and administrative control of its officers and employees.
- To liaise with the Chairman in the co-ordination of activities which are common to all Entities and Directorates.
- To execute decisions as directed by the Chairman and follow up their implementation.
- To assist the Chairman in the Co-Ordinating Committee;
- To provide the Chairman with all information necessary in regard to the responsibilities of the Board of Governors.
- Assists the Chairman in the development of the annual strategic plan.
- Designs and evaluates new service delivery processes, distribution processes and customer relationships.
- Assists the Chairman to make better resources allocation and innovative measures for creating ways for increasing added value.
- Carries out analysis to determine the Authority's positioning, future direction, new business and market opportunities, weaknesses and threats.
- Ensures that all departmental objectives are contributing towards the Authority's Business Plan.
- Leads the development of new products, services, ideas and processes directed towards efficiency growth.
- Provides advice on the feasibility and evaluation of new business ventures.
- Advices the Chairman to ensure that the Authority's business activities are carried out efficiently, economically and effectively and are providing an excellent customer experience.

- Leads the direction, coordination, implementation, execution, control and completion of all projects required by the Authority.
- Establishes project roles of team members based on project requirements, timeframes and budget.
- Ensures that projects meet the Authority's and customers' expectations with regards to strategy, quality, budget and deadlines.
- Identifies possible project risks and develops a contingency plan in order that the Authority will respond coherently to unplanned events and achieve the desired project objectives.
- Leads the project team to carry out project evaluation, assessment of results and lessons learned reports to serve for future reference.
- Performs other duties as assigned by the Chairman or his/her designated representative.

Qualifications and Experience Required

Applicants must be in possession of a recognised post-graduate (Masters) degree (MQF level 7) relevant to the responsibilities and functions of the MCCA as stipulated in the MCCA Act (CAP 510) plus five (5) years relevant work experience;

OR

a recognised first degree (MQF level 6) relevant to the responsibilities and functions of the MCCA as stipulated in the MCCA Act (CAP 510) plus seven (7) years relevant work experience.

Qualifications at a level higher than that specified above will be accepted for eligibility purposes provided they meet any specified subject requirements.

Relevant management work experience and experience in research and regulation in the areas falling under the responsibility of MCCA will be considered an asset.

Prospective applicants should note the requirement to produce MQRIC recognition statements in respect of their qualifications from MQRIC, or other designated authorities, as applicable, as per provisions applicable to this call for applications (vide reference to respective link).