

JOB DESCRIPTION – ASSISTANT REGULATORY OFFICER

Directorate: Compliance and Regulatory Directorate

Reports to: Director / Managers / Assistant Managers/Regulatory Executives

Main Objectives of the Position

The position is concerned with the monitoring of standards and the enforcement of regulations to ensure that facilities and operations are in accordance with the law and standards as set by the Authority. The main role of the Assistant Regulatory Officer is to make sure that tourism operations are being run in full compliance with relevant laws, regulations and policies as well as to curb possible abuses.

Main Duties and Responsibilities

The employee will be required to:

- Monitor the standards / policies and regulations to ensure that facilities and operations are within the law;
- Accompany and assist the Directorate's Senior / Executives during inspections carried out on all tourism operations;
- Conducting Due Diligence assessments in liaison with other units within the Authority as well as with other public entities and government departments;
- Investigate complaints related to the tourism industry specifically related to Holiday Furnished Premises and Host Families;
- Identify and regulate unlicensed tourism operations, specifically related to Holiday Furnished Premises and Host Families;
- Carry out new applications in pertinent to licensing, specifically related only to Holiday Furnished Premises and Host Families when requested;
- Issuing of regular Due Diligence reports with relevant recommendation in pertinent to new applications when requested;
- Generate reports of inspections or investigations and to report all infringements found to his/her direct superiors;
- Maintain records of work performed;
- Make recommendations for improving and developing the functions of the Compliance and Regulatory Directorate;
- Participate when appropriate and necessary in staff and team meetings;
- Give witness in court or other constituted bodies as may be necessary;
- Inform, advise and educate the industry through personal contact;
- Train other subordinates / colleagues within the Directorate where necessary;
- Carry out inspections at both licensed and unlicensed tourism operations, limited to holiday furnished premises and host families;
- To monitor and/or investigate the placing of tables and chairs and other furniture/objects outside tourism operations, tourist guides, timeshare outside promotional contacts (OPC's) as well as dive sites;

- Carry out inspections at licensed holiday furnished premises and host families when requested;
- Carry out follow-up inspections at licensed tourism premises as directed by management when requested;
- To initiate legal proceedings where it may deem necessary;
- Perform any other duties that may be assigned from time to time in a proper and professional manner.

Competencies:

Applicants must:

- Be well-versed and fluent in both the Maltese and English languages (fluency in another foreign language will be considered as an asset);
- Be computer literate and preferably in possession of the European Computer Driving License (ECDL);
- Be in possession of a clean driving license;
- Be in possession of a clean police conduct;
- Have an assertive character and smart in appearance;
- Have proven analytical skills and good report writing skills;
- Be organised, and possess good time management and analytical and problem solving skills;
- Adhere to pre-established deadlines;
- Be able to respond positively to change and to deal effectively with work pressure;
- Work with minimum of supervision, be able to work on own initiative and be proactive;
- Have the ability to work as a team and create a cohesive and a cooperative work environment.

Qualifications and Experience

Applicants must:

- Be in possession of a relevant and recognized qualification at MQF Level 4 or higher in Hospitality Management / Hotel Operations or a comparable qualification at MQF Level 4 or higher in a related subject area;

OR

- Have a minimum of three (3) years working experience in the police or military force or having obtained a Security Guard licence from the Commissioner of Police and a Food Handlers licence from the Health Authorities*;

**Applicants who are in possession of a Security Guard licence and a Food Handlers licence as well as those who worked in the police or military force but not in possession of a recognized qualification at MQF Level 4 or higher in Hospitality Management / Hotel Operations or a comparable qualification at MQF Level 4 or higher in a related subject area, will be requested to sit for a written examination in Maltese and English, besides being requested to sit for an interview. However, such applicants who are in possession of SEC/'O'*

level passes at MQF Level 3 in English Language and Maltese will be exempted from sitting for the written examination but are still required to sit for an interview.

Hours of work

The chosen candidates will be working on a day-in, day-out shift basis including Saturdays, Sundays and Public Holidays.

Note:

- a) *With respect to qualifications produced in response to this call for applications, applicants are required to produce a recognition statement by the Malta Qualifications Recognition Information Centre (MQRIC) based within the National Commission for Further and Higher Education (NCFHE), or by any other designated authority, as applicable. Such statement should be attached to the application and the original presented at the interview.*
- b) *Applicants who are not in possession of such a statement may still apply, provided that they submit a copy of the statement to the receiving department/directorate as soon as it is available and, in any case, by not later than one month from the closing date of the call for applications. Applicants who fail to present the required statement within the one-month period for reasons beyond their control may request an extension of this time limit, up to a further one month, from the department/directorate receiving the applications, indicating clearly the reasons for the delay. Requests for extensions beyond this period are to be submitted for the consideration of the Public Service Commission.*
- c) *Applicants are exempt from the above requirements in respect of qualifications obtained from accredited universities or other accredited institutions that are listed and available for download from the MQRIC page of the National Commission for Further and Higher Education website (<http://www.ncfhe.org.mt/>). In cases of doubt, however, the Selection Board may set aside this exemption and direct an applicant to procure a recognition statement from MQRIC in such a case the applicant shall be given one month to procure the statement, subject to the possibility of extension as provided for in sub-paragraph (b) above.*

Interested candidates are to send their application together with an up to date Europass CV to the Human Resources Department on vacancies.mta@visitmalta.com by not later than Tuesday, 26th January 2021.