



# Senior Manager (Quality Assurance)

External Call: D&Q-2021-01

Jobsplus Permit Number: 388/2021

We are currently on the look out for a full-time Senior Manager to support the Quality Department within servizz.gov Agency. The selected candidate will be appointed on an indefinite contract basis and the starting annual basic salary attached to this position is €30,134 with annual increments.



## The Role

Reporting directly to the Head (Digitalisation & Quality), the Senior Manager shall be directly responsible for the coordination of various quality assurance activities and actions, including but not limited to ensuring that the processes of the quality management system within the Agency are established and maintained, controlling the internal audit programme, and analysing data from various sources for continual improvement of the quality management system. The selected candidate shall investigate quality-related complaints while assisting with identification or root causes, corrective and preventive action. The role also entails the identification of gaps and the implementation of improvement plans where necessary.

The Senior Manager is expected to work in a dynamic environment with limited supervision and to quickly comprehend and act on changing priorities as applicable.

A detailed job description may be obtained by sending an email on [hr.servizz@gov.mt](mailto:hr.servizz@gov.mt).



## Qualifications

By the closing date of this call for applications, applicants must be in possession of:

- A recognised qualification at MQF Level 7 in Business Administration, Management, Social Science, ICT, Engineering, or a related field of study, plus two (2) years relevant work experience in quality management preferably in a service-related operation **OR**
- A recognised qualification at MQF Level 6 in Business Administration, Management, Social Science, ICT, Engineering, or a related field of study, plus three (3) years relevant work experience in quality management preferably in a service-related operation **AND**
- A certification for internal auditing in ISO 9001 (2015)

Moreover, applicants must be proficient in the Maltese and English languages.

Applicants in possession of foreign qualifications are to produce with their application a recognition statement on comparability of qualifications issued by the Malta Further and Higher Education Authority (MFHEA).



## How to Apply

Interested candidates are to submit a letter of application together with their curriculum vitae and copies of their qualifications either via email on [hr.servizz@gov.mt](mailto:hr.servizz@gov.mt) or via conventional mail to the following address: **servizz.gov, The Victoria Centre, Level 2, Valletta Road, Mosta, MST 9012.**

Original certificates are to be invariably produced for verification during the interview.



## Notice

Applications will be accepted until:  
**Wednesday 14<sup>th</sup> July 2021**