

Reference No: MCCAA/HR/EXT/4124

Title:	Senior Manager (Quality and Improvement)	Grade:	4
Division:	National Accreditation Board - NAB	Jobsplus Permit no:	47/2025

The Malta Competition and Consumer Affairs Authority (MCCAA) invites applications for the post of **Senior Manager (Quality and Improvement)**.

This appointment shall be made on the basis of an Agreement for an indefinite period and will be subject to a probationary period of twelve (12) months.

Salary

The salary for the post of Senior Manager (Quality and Improvement) is in line with Grade 4 of the MCCAA's Grading and Salary Structure, which in the year 2025 is €38,752 per annum, rising by annual increments of €1,044 up to a maximum of €41,400. Appointees will also be entitled to the payment of an annual performance bonus of up to a maximum of 15% of their basic salary subject to satisfactory performance, a payment of expense allowance of €3,500, a payment of car allowance of €1,600 and a continuous professional development allowance up to €700 per annum.

The result will be valid for a period of one (1) year from the date of publication.

Position Description**Overall Purpose of Position**

The Senior Manager (Quality and Improvement) is responsible for project managing assessments, maintaining the quality management system and ensuring compliance with the applicable normative requirements including ISO/IEC 17011. He/she will also carry out any other additional duties as assigned to ensure the continual improvement of the NAB-MALTA.

Main Accountabilities & Responsibilities

The selected candidate will be expected to:

- i. carry out the functions of Professional Officer (Accreditation) in relation to carrying out assessment activities as delegated by the Director;

- ii. maintain and continually improve the quality management system and ensure that the quality management system achieves its intended results;
- iii. arrange and/or conduct internal audits and to ensure that any deficiencies or inadequacies revealed by them are recorded and that appropriate corrective actions are implemented within agreed time periods;
- iv. report on the continued effectiveness and proper implementation of the quality management system including all related policies and procedures;
- v. prepare for, and attend Management System Reviews and to follow up actions from such reviews;
- vi. ensure that any corrective actions are taken on time, to maintain and update the corrective actions database and to issue reports as and when necessary;
- vii. develop accreditation schemes in liaison with the Director and to integrate such schemes in the quality management system;
- viii. manage identified projects and initiatives;
- ix. prepare customer and stakeholders feedback reports;
- x. monitor the decision-making process as and when required;
- xi. promote the NAB-MALTA;
- xii. update the NAB-MALTA database of assessors and make appropriate arrangements for their training and induction in the practices of the NAB-MALTA;
- xiii. support the development and update the NAB-MALTA website;
- xiv. service committees and sub-committees of NAB-MALTA as required;
- xv. carry out the necessary functions as per GDPR and FOI requirements;
- xvi. represent the NAB-MALTA as and when required;
- xvii. keep updated on best practices in the areas related to accreditation through research, training and participation in activities as approved by the Director;
- xviii. support the organisation of NAB-MALTA training courses and to act as trainer/facilitator as and when necessary;
- xix. carry out any other duties that may be assigned by the Director of the NAB-MALTA from time to time.

Working Conditions

- Expected to work flexible hours in order to meet accountabilities and attend to work after office hours, as may be required;
- Expected to undergo training, including training abroad if necessary;
- May be required to travel on company business;
- Abide by rules and regulations issued by the NAB-MALTA;
- Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided.

Job Criteria

Qualifications and Experience

By the closing time and date of this call for applications, applicants must:

- Be in possession of a recognised degree at MQF Level 6 (subject to a minimum of 180 ECTS/ECVET credits, or equivalent) in Sciences, Pharmacy, Engineering, Management or an appropriate, recognised, comparable qualification plus five (5) years' work experience in an environment related to the areas to be assigned preferably in a laboratory, inspection body, certification body or relevant work experience and two (2) years' work experience in a managerial role; or

Be in possession of a recognised qualification at MQF level 7 (subject to a minimum of 90 ECTS/ECVET credits, or equivalent) in Sciences, Pharmacy, Engineering, Management or an appropriate, recognised, comparable qualification plus three (3) years' work experience in an environment related to the areas to be assigned preferably in a laboratory, inspection body, certification body or relevant work experience and two (2) years' work experience in a managerial role.

- 3 years working in an ISO/IEC17xxx and/or ISO9001 environment and familiar with ISO/IEC 17xxx series of standards' requirements. Experience in working with other management system standards will be considered.
- Knowledge of Regulation (EC) 765/2008, ISO/IEC17011, ISO/IEC17xxx series of standards
- Knowledge, training and practice in auditing and accreditation assessments
- Knowledge of quality management systems and competency in implementing the quality principles as stated in ISO9001, ISO/IEC17xxx and other similar management system standards
- Preferably 3 years work experience in an environment related to the areas to be assigned preferably in a laboratory, inspection body, certification body or other relevant work experience

- Be computer literate Proficient use of MS 365 (Teams, Word, Excel, PowerPoint, and preferably Visio and Access)
- Knowledge of risk based management methodologies;
- Report writing with an excellent command of verbal and written English and preferably Maltese. Knowledge of other languages will be considered as an asset.
- Be in possession of a clean police conduct, not older than six months.

Any recognised, comparable qualification and work experience shall be looked upon favourably.

Knowledge, Skills and Competences

- Communication and interpersonal skills, especially the ability to express ideas clearly and to write reports clearly and concisely;
- Ability to analyse and interpret technical/scientific reports;
- Ability to work on own initiative and under pressure as part of a highly motivated small team of professionals, with minimal supervision;
- Professional judgement and sound reasoning skills;
- Detail oriented and works with a high degree of accuracy and confidentiality;
- Problem solving skills, able to multitask and meet challenging deadlines;
- Highly organised, approachable and flexible;
- Work well in a team environment;
- Attention to detail and conscientiousness related to the quality of work;
- Understanding and awareness of safety requirements and safe practices;
- Able to maintain a professional approach at all times.

Submission of Applications

Interested candidates are to submit their application for the attention of the Director (Human Resources and Administration) at the Malta Competition and Consumer Affairs Authority by email on careers.hr@mccaa.org.mt. Applications are to include a motivational statement clearly quoting the position being applied for, an updated Curriculum Vitae, copy of the relevant qualification certificates and an MQRIC formal recognition statement/s where applicable and a clean police conduct, not older than six months. The closing date of the receipt of applications is **5 February 2025 end of business**.

Applications received after closing date and time will not be considered.