

Position Description			
Title:	Director (Complaints and Conciliation)	Grade:	
Division:	Office for Consumer Affairs	Jobsplus Permit no:	831/2021

Overall Purpose of Position

- To lead the Complaints and Conciliation Directorate of the Office for Consumer Affairs (OCA) of MCCAA whose responsibilities include investigation, mediation and advice in regard to disputes between consumers and traders, according to applicable relevant legislation.

Main Accountabilities & Responsibilities

The selected candidate will be expected to:

- Assist the Director General (DG) of the (OCA) in the performance of his duties and responsibilities according to Cap. 510 of the laws of Malta , especially Part V and Article 66 of the aforementioned Act, and any other applicable legislation or rules;
- Lead investigations regarding complaints from consumers relative to the supply of goods and services;
- Take necessary action as empowered by law to redress any justified grievance that may come to its notice;
- Provide and lead mediation between consumers and traders;
- Co-ordinate, monitor and promote rights and obligations in the area of consumer affairs and related activities at the various corporate, national, regional and international levels.
- Direct consumers to the appropriate organisation which is best placed to assist them with specific complaints;
- Encourage traders to comply with consumer law and to promote good trading practices in the carrying out of activities which may affect the economic interests of consumers in Malta;
- Provide traders with advice on matters relating to consumer affairs;

- Assist in the procedural changes necessary for the Complaints and Conciliation Directorate to act as Residual Alternative Dispute Resolution entity in line with relative legislation;
- Assist in ensuring that the Authority's quality system is implemented and maintained in accordance with the requirements of MSA ISO EN 9001:2008 and any applicable amendments;
- Assist in activities related to other quality systems, accreditation, certification, etc of the Authority;
- Manage and participate in committees/fora set up by the Complaints and Conciliation Directorate as directed by the DG (OCA);
- Participate in national and international activities as directed by the DG (OCA);
- Act as auditor/lead auditor in certification schemes run by the Authority and in internal quality audits as directed by the DG (OCA);
- Manage and implement EU funded projects as directed by DG (OCA);
- Assist in matters related to simplification of bureaucracy and to meet those applicable targets specified in the Manifesto Implementation System;
- Ensure that the transposition of EU legislation under his/her remit is done in a timely manner so that the Authority effectively responds to changes when necessary;
- Carry out effectively any other duties and responsibilities and undertake other assignments as reasonably directed by the respective Director General or the Chairperson's Office.

Working Conditions

- Expected to work flexible hours in order to meet accountabilities and attend to work after office hours, as may be required;
- May be required to travel on company business;
- Abide by rules and regulations issued by MCCAA;
- Consult with other departmental managers as may be required;
- Expected to maintain oneself abreast with best practices relevant to the post and attend any training which may be provided;

- The nature of this position requires the employee to be physically present during office hours. However, telework may be granted in line with the Authority's Telework Policy.

Qualifications and Experience

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

- i. Be in possession of a recognised qualification at MQF level 6 (subject to a minimum of 180 ECTS/ECVET credits, or equivalent) in the area of Law or Management, or an appropriate, recognised, comparable qualification plus five (5) years relevant work experience, of which three (3) years must be 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 the area of Law or Management, or an appropriate, recognised, comparable qualification plus three (3) years which must be in a managerial role; and

- ii. Have excellent verbal and written communication skills in English.

Interpersonal Skills

- Work under limited supervision;
- Detail oriented and works with a high degree of accuracy and confidentiality;
- Problem solving skills, able to multitask and meet challenging deadlines;
- Strong competency in record keeping using databases and spreadsheets;
- Highly organised and flexible;
- Able to maintain a professional approach at all times.

Interested candidates are to send their motivation letter, clearly quoting the position being applied for, together with a detailed Europass CV and copies of academic qualifications to the Head of Human Resources by email on careers.hr@mccaa.org.mt by the 15 December 2021. Late applications will not be considered.