

Position Description			
Title:	Director General (Office for Consumer Affairs)	Grade:	2
Division:	Office for Consumer Affairs	Jobsplus Permit no:	528/2023

Overall Purpose of Position

- To ensure that the responsibilities of the Office for Consumer Affairs as provided for under the pertinent legislation are met;
- To provide input into policy formulation and to ensure the effective implementation of adopted policies;
- To assist the Chairperson in advising the Board of Governors on all matters pertaining to Consumer Affairs;
- To develop the necessary strategies for the delivery of the responsibilities of the Office for Consumer Affairs;
- To meet key performance indicators and targets set up by the Authority.

Main Accountabilities & Responsibilities

The selected candidate will be expected to:

- Provide information, advice and guidelines to the public relating to consumer issues;
- Monitor trading practices relating to the provision of goods and services to consumers, and to take measures for the suppression and prevention of any practices which may be detrimental to the interests of consumers;
- Receive and investigate complaints from consumers relative to the supply of goods and services and to take such action as in its power to redress any justified grievance that may come to its notice;
- Provide consumers with ongoing advice concerning their rights;
- 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 interest of consumers in Malta;
- Provide traders with advice on matters relating to consumer affairs;
- Provide mediation between consumers and traders;
- Keep under review markets and commercial activities relating to the supply of goods and services and to collect information and evidence for the purpose of ascertaining whether such markets and activities may adversely affect the interests of consumers;
- Study markets and recommend remedial action where required;
- Assist the Council in the performance of its functions and duties and to furnish such information as may be required by the Council in relation to the exercise of its duties;
- Advise public authorities about the implications for consumers arising from proposals for legislation;
- Provide advice to public authorities on the consumer issues which may arise in the performance of their functions;
- Advise on the impact on consumer interests that legislation, policy or administrative practices may have;
- Serve as and perform the functions of the national competent authority in terms of the Consumer Protection Co-operation Regulation;
- Serve as and perform the functions of the single liaison office in Malta responsible for co-ordinating the application of the Consumer Protection Co-operation Regulation;
- Develop the necessary strategies for the performance of its responsibilities;
- Assist in the drawing up of the Authority's business plan;
- Advise the Board on matters of consumer interest;
- Submit an annual report on its work to the Board;
- Generally to exercise the powers conferred upon it under the MCCAA Act, the Consumer Affairs Act or any other law or regulations in relation to consumer affairs;
- Carry out effectively any other duties and responsibilities and undertake other assignments as reasonably directed by the Chairperson's Office.

Working Conditions

- 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.

Qualifications and Experience

By the closing time and date of this call for applications, applicants must fulfil the requisites as established by Article 16 (2) of the Malta Competition and Consumer Affairs Act (Cap. 510 of the Laws of Malta) that states that the person should have:

professional qualifications, recognised competence, experience and specialisation in the domain of consumer law, and or behavioural economics.

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 **7 September 2023**. Late applications will not be considered.