JOB DESCRIPTION – ASSISTANT MANAGER COMPLIANCE & REGULATORY

Department: Compliance & Regulatory
Reports to: Deputy CEO – Compliance & Regulatory
Senior Manager – Compliance & Regulatory

Main Objectives of the Job

The role of the Assistant Manager Compliance and Regulatory is to assist the Senior Manager Compliance and Regulatory in the development and implementation of MTA's policies, strategies, objectives, plans, and budgets. This also entails the middle-management of the Enforcement team of officers by guiding them in reaching their main objectives, which are ensuring statutory compliance and raising quality levels in tourism services in an efficient and effective manner. This post shall have a special attention on the diving sector, diving schools and all matters relating to diving that fall within the remit of the MTA.

Main Duties and Responsibilities

The employee will be required:

- To assist the Senior Manager Compliance and Regulatory in the development and implementation of the Directorate's plans, budgets, objectives, strategies, and policies;
- Service enquires related to New Applications and Complaints and assists the public with solutions to problems related to the Compliance and Regulatory Directorate;
- To screen and handle telephone calls;
- To keep updated registers related to tourism operations under the responsibility of the Directorate;
- To monitor standards and enforce regulations to ensure that facilities and operations are within the law and standards set by the Authority;
- To implement a monitoring and inspection programme, in relation to the diving sector and other tourism service providers as required by the Authority;
- To identify and regulate unlicensed tourism operations to operate within set standards and current regulations;
- To investigate and follow-up on complaints related to MTA licensed operations;
- To take the required action, as set out by the Malta Travel and Tourism Services Act and regulations in cases of non-compliance;
- To Coordinate with the Police authorities on regulations impacting on tourism;
- To coordinate with the relevant Authorities, to ensure hygiene and other standards in all tourism establishments;

- To coordinate with the Local Council authorities and MTA Directorates in identifying unlicensed operations;
- To coordinate with the Transport Malta on issues relating to the diving sector;
- To attend and give evidence in court sittings and appeals as and when required;
- To represent the Directorate nationally and internationally as and when required;
- To define objectives, target tasks and plans of action to ensure that work progress is audited, targets are reached and results are attained effectively and efficiently;
- To set qualitative and quantitative standards of performance against which the performance of subordinates is measured;
- To set up systems and periods of control to audit the set performance standards;
- To set up a staff management strategy to sustain an effective and efficient team and maximize MTA's performance and results;
- To maintain records and submit regular reports for inspections performed, complaints investigated etc as and when required;
- Responsible for the drawing up and submission of duty rosters as directed by the Senior Manager;
- Submit returns as required to the HR and Finance Directorate;
- To keep and ensure that records for fuel, miscellaneous expenses and other Compliance and Regulatory documentation are updated and correct;
- To train other subordinates/colleagues within the Directorate when and if necessary;
- To perform any other duties that may be assigned from time to time.

The MTA reserves the right to transfer and assign duties in a similar position within other departments as per the Authority's work exigencies

Competencies

The employee:

- Must have written and verbal communication skills in English and Maltese;
- Must have the ability to develop and communicate goals in support of the Authority's mission;
- Must be capable of delivering quick solutions;
- Must have the ability to manage multi-disciplinary projects;
- Must possess critical thinking skills, decision making skills and problem solving skills;
- Must be result and goal oriented: Possess the ability to achieve the targets and work towards the segment's goals;
- Must have the ability and desire to work cooperatively with others in a team;
- Must work efficiently under pressure and adaptable to conflict resolution;

- Must be willing to further enhance his/her education and skills through departmental training ensuring personal growth and development within the segment;
- Must be self-motivated & committed;
- Must be able to work on own initiative under minimum supervision.

Qualifications and Experience

Applicants must be:

- In possession of a recognized post-graduate degree (Masters') MQF level 7 (subject to a minimum of 60 ECTS), or an appropriate, recognized comparable qualification in Diving Safety Management or a related subject area;

  OR

- In possession of a recognized First Degree at MQF Level 6 (subject to a minimum of 180 ECTS), or an appropriate, recognized comparable qualification in Diving Safety Management or a related subject area and two (2) years relevant work experience in the related fields of Diving;

The chosen candidates will be working by day but will also be required to work overtime and in weekends, according to work exigencies.

Working Conditions:

The position of Assistant Manager Compliance & Regulatory is on an indefinite basis and subject to a probationary period of twelve (12) months, with a salary of €30,516 per annum and a yearly increment.

In addition to the Salary, the Assistant Manager Compliance & Regulatory shall be entitled to:

- Assistant Manager allowance;
- Performance Bonus of up to 8% of basic salary;
- Health Insurance;
- Savings Plan Policy (after probation)

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 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 (https://ncfhe.gov.mt).*

c) *MTA is an equal opportunity employer and commits itself to select the right candidates irrespective of gender, ethnicity, culture, religion, income, marital status, sexual orientation, age, class, or disability.*

Submission of Applications

Interested candidates are required to submit the following documents:

- An up-to-date, detailed Europass CV
- Copies of academic certificates and/or transcripts

Applications, together with the above-mentioned documents, should be sent to the Human Resources Department on vacancies.mta@visitmalta.com by Tuesday 3rd November 2026.

Late applications will not be considered.

Jobsplus Permit Number 1125/2025