

JOB DESCRIPTION – EXECUTIVE SECRETARY LICENSING

DIRECTORATE Licensing
REPORTS TO Direct Superior/s and Licensing Director

Main Objectives of the job

The Post of Executive Secretary carries the responsibility of a wide variety of administrative duties through established office procedures, processes and work flows within the licencing department.

The employee will be expected to provide administrative support in handling and processing of information requests, application vetting, customer care, perform administrative, secretarial and general office work and support the licencing department in its day to day tasks, and provide any other assistance that may be required.

Main Duties and Responsibilities

In addition to the below tasks and responsibilities, the employee may be asked to perform additional duties to address organisational or staffing needs and changing practices as defined and stipulated by the Management of the Directorate in accordance with set Standard Operating Procedures.

- Providing customer care at the Service Office including the vetting of application forms and documentation, answering to enquiries relating to new applications and licenses;
- To receive, assist, assess and process licensing applications;
- Maintain the registry, carry out filing, general office procedures and secretarial duties;
- To draft and type correspondence, reports and other documents, raise invoices or any other matters as assigned by Director, Manager/s or any recognized superiors;
- To proof read documents with a high degree of accuracy and a minimum of supervision;
- To keep and update records on the Directorate's Licensing Management System database according to established standards and processes;
- Liaise with a number of Authorities to ensure that due diligence is applied whilst processing applications, issuing recommendations and dealing with requests;
- To supervise any personnel assigned to your responsibility;
- To interact with your direct superior/management and keep them well informed on the progress/deadlines of any assigned work;
- To provide support to the rest of the staff as required as directed;
- keeping the office in an orderly manner, and ensuring the effectiveness of those reporting directly to him/her;
- To compile data and if required represent MTA in the Maltese Courts of Justice by giving witness in police cases;

- Conducting the necessary research and preparing statistical reports;
- Prepare agendas and make the necessary arrangements for meetings;
- Attend meetings as required and record minutes accordingly;
- Handling of confidential information;
- To maintain an adequate inventory of office supplies. Ordering supplies raising PO's and PL's;
- To carry out cashier duties and liaise with the accounts department accordingly. This includes ensuring the proper control of floats and monies assigned to the cash desk and preparing reconciliation statements;
- To perform any other duties which may be assigned in accordance with official work processes;
- To substitute direct superiors on a definite basis when required;
- To assist in the training of new personnel.

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

- Very good writing and communication skills in both Maltese and English;
- Must be able to compile and submit reports;
- Excellent organizational and time management skills;
- Capable to develop and maintain administrative processes that improve the efficiency of day-to-day operations;
- Must be organised, and possess good time management and analytical and problem-solving skills;
- Must possess good observation and customer care skills;
- Must be a person of integrity, outgoing and assertive with excellent communication and interpersonal skills;
- Must be able to maintain a high level of confidentiality;
- Must perform a variety of tasks and be flexible in approach;
- Must adhere to pre-established deadlines;
- Must be able to respond positively to change and to deal effectively with work pressure;
- Must work with minimum of supervision, be able to work on own initiative and be proactive;
- Must have the ability to work as a team and create a cohesive and a cooperative work environment;
- Must have a good working knowledge of office computer software such as Excel, Word and PowerPoint;
- Must be in possession of a clean police conduct;
- Must be prepared to give witness in a court of law.

Qualifications and Experience

Eligible applicants must be:

- In possession of a Diploma or a recognized MQF Level 5 (subject to a minimum of 60 ECTS) qualification in Business Management, Accounting or Finance, or a related subject area.

Working Conditions:

The position of Executive Secretary Licensing is on an indefinite basis and subject to a probationary period of six (6) months, with a salary of €23,376 per annum and a yearly increment.

In addition to the Salary, the Executive Secretary Licensing shall be entitled to:

- Performance Bonus of up to 4% of basic salary;
- Health Insurance;
- Savings Plan Policy (after probation)

Note:

- 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.***
- 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>).*
- 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 Thursday, 30th July 2026.

Late applications will not be considered.

Jobsplus Permit Number 500/2024.