

<b>Position Description</b>			
<b>Title:</b>	<b>Manager, Business Service Centre (Gozo)</b>	ETC 61/2010; MPO/134/2010/32	
<b>Office:</b>	Office of Trade, Investment and Enterprise Support		
<b>Unit:</b>	Relationship Management	<b>Relativity</b>	<b>4</b>
<b>Responsible to:</b>	Head, Business Service Centres		

### **Overall Purpose of Position**

The Manager, Business Service Centre (Gozo) will be responsible for overseeing the planning and administration of the Business Service Centre, whilst directing and participating in all activities which support the service and support provision to enterprise. He or she will also assist the Head, Business Service Centres in guiding and directing the tasks of the Business Service Centre personnel.

### **Main Responsibilities**

#### **Plans and Objectives**

- Provides excellent business services to all Malta Enterprise clients to ensure that service requests are met as fast as possible and at the lowest cost of administration possible.
- Works with the Head, Business Service Centres to introduce and refine Service Level Agreements with key government entities.
- Works with the Head, Business Service Centres to identify and streamline processes and procedures as appropriate in order to reduce the cost of administration.
- Works with the Head, Business Service Centres to identify the most appropriate Research, Development and Innovation and other entrepreneurial financial instruments to be promulgated to enterprise.

#### **General Management**

- Manages the business of the Business Service Centre.
- Implements Malta Enterprise's policies and procedures within the Business Service Centre.
- Manages continuous improvement and change within the Business Service Centre.
- Provides advice, guidance, direction, and authorisation to staff with regards to plans, policies and procedures of Malta Enterprise.
- Communicates with staff to ensure responsibilities, authorities and accountabilities are defined and understood.
- Delegates responsibilities as appropriate to staff.
- Provides guidance and leadership to staff.
- Selects, supervises, trains, coaches and evaluates staff as appropriate.

### **Duties**

- Works with appropriate stakeholders within Malta Enterprise to introduce Key Performance Indicators and Key Performance Targets for all Service Level Agreement and services provided.
- Analyses Key Performance Indicators and Key Performance Targets reports and takes corrective action as appropriate.
- Coordinates all the Centre's programmes and initiatives.
- Drafts, recommends and manages budgets for the Centres.
- Works with the Economic and Market Research Unit to identify the service needs of industry and enterprise in Malta and embarks upon programmes and initiatives to meet such needs.
- Evaluates services frameworks introduced in the Centre and reports to the Head, Business Service Centres on their performance and effectiveness.
- Provides guidance to industry and enterprise with the formulation and processing of applications for local and European grants and other funding – including Research, Development and Innovation instruments.
- Schedules and organises workshops and surveys to obtain feedback from industry and enterprise on the efficacy and efficiency of the Centre.
- Provides guidance to industry and enterprise on the process and requirements for business or company formulation.
- Provides quality response to clients.
- Works avidly to assist clients to overcome legitimate obstacles as appropriate.
- Works with appropriate stakeholders within Malta Enterprise to provide an excellent customer experience to the business community and the general public as necessary.
- Works with the Head, Business Service Centres in the introduction, optimisation and constant review of a Business e-Services Portal (B2G).
- Attends briefings and meetings as necessary.
- Prepares and presents reports and other documentation to senior management as appropriate.

### **Consultation**

- Consults with the Head, Business Service Centres, in resolving issues and problems which are sensitive and / or of a strategic nature.
- Coordinates with other relevant internal and external stakeholders or agencies as necessary.

### **Self-Improvement**

- Keeps up to date with new trends, methodologies and practices in relation to industry and enterprise interaction with government stakeholders.

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Time: 1245hrs

- Keeps up to date with process review in relation to Business Service Centre developments in foreign jurisdictions.
- Keeps up to date with technology and e-Business Portals developments in foreign jurisdictions.
- Keeps up to date with service management methodologies and practices.
- Keeps up to date with developments in the regulatory framework relating to industry and enterprise.
- Keeps up to date with the latest developments within Malta Enterprise.

#### **Other**

- Performs other job related duties as necessary or as assigned.

#### **Supervision Received**

- Direction from the Head, Business Service Centres, especially in sensitive or contentious issues.

#### **Working Conditions**

- Requested to work outside office hours to meet deadlines and / or in crises situations.
- On-site visits may be required from time to time.

#### **Skills / Knowledge / Experience**

##### **Skills**

Computer literacy.	High
Written and verbal communication skills.	High
Interpersonal skills.	High
Relationship management.	High
Service management.	High
Customer care.	High
Networking skills.	High
Negotiating ability.	High
Leadership.	High
Organisation and planning skills.	High
Analytical, evaluative and problem-solving ability.	High
Self-motivated and shows initiative.	High
Able to multi-task under tight deadlines.	High

##### **Knowledge**

Tertiary qualification in Business Administration, Management, Service	Mandatory
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Management or equivalent.	
Knowledge of practices relating to service management.	Mandatory
Knowledge of the use of ICT in Service Management.	Mandatory
Accreditation in Service Management.	Desirable

**Experience**

Minimum 4 years experience in a service management provision.	Mandatory
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