

## CALL – SERVICE MANAGER – MATERNITY LEAVE COVER

JRS Malta is seeking to recruit a full-time **Service Manager** (Maternity Cover) **for a definite period of 14 months starting in June 2024**. As this post is a maternity leave cover, renewal is not foreseen at this point.

The Service Manager is directly accountable to the JRS Malta Director and has responsibilities primarily in the areas of service development and coordination, project management and staff support.

JRS Malta operates a number of services including information provision and referral, through our front desk and outreach services, legal assistance and psychosocial support.

The Service Manager is responsible for the overall coordination, development, monitoring and evaluation of JRS Malta's services, which, though diverse, need to operate as a cohesive whole, in line with the strategic and programmatic priorities and the vision and mission of the organisation.

In this context, the Service Manager is responsible primarily for ensuring that JRS Malta's services operate effectively and efficiently, within the limitations of our resources, as well as that they respond to the needs of on the ground and prioritise those who need them most.

This document outlines the qualifications required for the post as well as the job description.

### Terms and conditions

The selected candidate will be offered a 14-month definite term full-time contract. Salary offered will be commensurate to experience.

### Qualifications

Applicants must:

- be in possession of a degree equivalent to Level 7 of the Malta Qualifications Framework
- have at least two years' experience in the implementation and management of UN or EU funded projects, or similar, including developing and managing project budgets and narrative and financial reporting.
- have significant experience in providing and managing services as part of a team.
- be able to use Microsoft Office applications such as Excel.
- be able to speak and write English fluently.
- be able to work independently and take initiative.
- have excellent organisational and communication skills.
- be flexible and have the ability to work in a team.
- be willing to work with and for people from diverse cultures.

Previous experience in the refugee/humanitarian field in Malta, experience working with an NGO, and a working knowledge of Maltese will be considered an asset.

## **Job description**

The selected candidate will be expected to work as part of a team.

The Service Manager (Maternity Cover) will be primarily responsible for:

- Coordinating JRS Malta's services across the different teams, including intake and outreach activities, and supporting staff providing services with issues relating to intake and caseload, in collaboration with the Psychosocial Team Coordinator.
- Overseeing the implementation of service-related projects to ensure that targets are reached, and activities are implemented in a timely manner.
- Ensuring that JRS staff providing services fulfil recording and reporting obligations and preparing narrative reports on service-related projects.
- Acting as focal point for UNHCR, in relation to Project Integrated, and other funders supporting service-related projects as and when necessary.
- Working with the Operations Team to identify funding opportunities and develop project proposals to raise funds for JRS Malta's services.
- Working with other members of the JRS team, in particular the JRS Malta Director and Operations Manager, to evaluate and review existing, and develop new, services as and when necessary.
- Assist the Operations Team with recruitment, training and mentoring/supervision of staff and volunteers working in service provision.
- Any other tasks that may be necessary.

## **Application and selection process**

Applicants are to submit a letter of application, a police conduct certificate ('kondotta') and detailed Curriculum Vitae together with the names and contact details of two referees by not later than 24.05.2024 addressed to the Director, JRS Malta, by email or by post at one of the following addresses:

Sarria House, 1 Pjazza E.S. Tonna, Floriana, FRN 1481 | [info@jrsmalta.org](mailto:info@jrsmalta.org)

Shortlisted candidates will be required to attend an interview and may also be asked to undertake one or more tasks, which may include spending some time in the office to better understand the nature of the organisation's work, before a final decision is taken.

More information about JRS and its projects is available at [www.jrsmalta.org](http://www.jrsmalta.org)