

CALL FOR APPLICATIONS

Front desk assistant

JRS Malta is seeking to recruit a FRONT DESK ASSISTANT to assist with Front Desk, especially during drop-in hours, and provide cultural mediation to forced migrants and asylum seekers on a part-time basis.

The front desk at JRS Malta serves as a hub for hospitality, screening of needs, phone communication, and registration for both drop-in and scheduled services. Front desk staff also provide information and basic integration support and make referrals to other services where necessary and possible.

The people who approach JRS for support present with a wide variety of questions, requests, and levels of urgency. The front desk is responsible for sensitively screening the individual's needs and engaging the best staff member to address that need.

The selected candidate will perform all needed front desk and hospitality activities during office opening hours and/or during activities, as may be necessary.

Terms and conditions

The selected candidate will be offered a one-year definite contract, with the possibility of renewal.

Drop-in hours at JRS Malta are on:

Mondays	11:00 – 17:00
Tuesdays	09:00 – 14:00
Wednesdays	13:00 – 17:00
Thursdays	09:00 – 14:00

Prospective candidates who are not available on at least three of these days and who can offer less than 20 hours per week need not apply.

JRS Malta will pay the employee the full-time equivalent of €19,000 per annum.

Qualifications

Applicants must:

- Have previous experience working with people and communities of diverse backgrounds, immigrants and/or asylum seekers – other significant and relevant experience may also be considered.
- Be able to speak either Maltese or English fluently, and at least one other language from the following: Arabic, Somali, French.
- Have good communication skills, and the ability to work in a team.
- Be willing to work with and for people from diverse cultures.

The following will be considered an asset:

- A Diploma in Education for Cultural Mediation or an equivalent/comparable qualification.
- A working knowledge of immigration rules, the reception and asylum procedure and social support systems in Malta (referrals, etc.).
- Knowledge of other relevant languages, such as Italian, and French
- A driving license and own transport

Job description

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

The front desk assistant will assist the front desk coordinator in the fulfillment of his/her duties, and in particular will:

- Be present at the JRS office during opening hours and/or during activities, to man the front desk and manage the reception area.
- Conduct basic screening of individual needs and ensure that all requests received are recorded and dealt with or referred, as necessary.
- Conduct cultural interpretation at the JRS office and during outreach activities.
- Communicate with service users or people in the community, either in person or via phone, facilitating interaction between staff and the people in the community as required.
- Helping with practicalities such as copies, scanning and printing.
- Other tasks that may be necessary.

Application and selection process

Applicants are to submit:

- A letter of application;
- A police conduct certificate issued by the Criminal Records Office or other competent authority not earlier than three (3) months from the date of application;
- A detailed Curriculum Vitae;
- A copy of Qualifications;
- MQRIC recognition (if applicable); and
- Warrant together with the names and contact details of two referees

by not later than **Tuesday 12th May, 2026** to Mark Cachia, the JRS Operations Manager on mark@jrsmalta.org.

Candidates will be required to attend an interview before a final decision is taken.

More information about JRS and its projects is available at www.jrsmalta.org.