

## INDIS Malta Job Description



<b>Position Title:</b>	<b>Senior Head (Operations)</b>
<b>Reports to:</b>	Chief Operations Officer
<b>Pay Grade:</b>	Senior Head
<b>Department:</b>	<b>Operations Department</b>
<b>Job Summary</b>	
<p>The employee shall be mainly responsible for the proper management of the Authority's Operations Department composed mainly of the Company's HR, Administration, Communications and Information Technology (IT) functions.</p>	
<b>Description of main tasks</b>	
<p><b>Duties</b></p> <ul style="list-style-type: none"> <li>• Responsible for the monitoring daily operations and address potential issues when they arise overall Operations of the Company.</li> <li>• Overseeing the development and implementation of the strategic plan for Human Resources, Administration, Communications, Information Technology and Estate Management.</li> <li>• Ensure all IT systems operate smoothly aligned with INDIS quality standards</li> <li>• Maximize the efficiency of all business processes and procedures</li> <li>• Establishing comprehensive goals for performance and growth, in tandem with policies that promote the Company's vision and culture.</li> <li>• Establish KPIs and implement INDIS Performance Assessment Review.</li> <li>• Responsible to guide the HR Unit to ensure INDIS hiring plans meet the business needs.</li> <li>• Coordinate with the Permanent Secretary and PS&amp;D on recruitment and reporting.</li> <li>• Overseeing the co-ordination of administrative processes, procedures, and activities related to INDIS Offices.</li> <li>• Ensures the smooth running of the Communications Unit, in line with INDIS business goals and objectives.</li> <li>• Responsible for the overall management of INDIS's Estates and Facilities Management Unit.</li> <li>• Performs any other duties related to the proper execution the role as necessary, or other relevant duties as may be assigned.</li> </ul>	
<p><b>Consultation</b></p> <ul style="list-style-type: none"> <li>• Consults with the Chief Operations Officer and/ Units in resolving issues and problems.</li> </ul>	
<p><b>Self-Improvement</b></p> <ul style="list-style-type: none"> <li>• Keeps up to date with new trends, instruments, and methodologies in relation to Legislation and Regulations that could potentially impact INDIS goals, objectives, and efficiency in this regard.</li> <li>• Keeps up to date with the latest developments within INDIS.</li> </ul>	

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### Other

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

### Supervision Received

- Direct supervision from Chief Operations Officer and/or designated person.

### Qualifications

The required candidate should have a solid background in Human Resources, Information Technology, Operations or another related background which may be considered relevant for this post.

The role calls for an academic qualification in a relevant field of study at National Qualification Framework Level 6 or better, duly certified by the Malta Qualifications Recognition Information Centre (MQRIC) or a widely recognised professional qualification at a comparable level.

The applicant should also possess a minimum of three (3) years working in a relevant area.

If the candidate does not have the necessary academic or professional qualifications but have at least ten (10) years of relevant experience in a similar role, the Company would still be interested in speaking with him/her.

***Disclaimer:*** This job description defines the general nature and level of work performed in this role. It is not intended to be an exhaustive list of all duties, skills, responsibilities, knowledge, etc. These are subject to change as needed by Management.