

“To provide and sustain decent social and affordable housing opportunities promoting stability and supporting social mobility.”

Administration Officer

The Housing Authority is currently seeking to recruit a motivated and trustworthy person to fill position above on an indefinite contract basis within the Customer Care Section.

The selected candidate deployed within the Housing Authority’s **Customer Care Office** will be responsible for carrying out duties related to customer service operations, ensuring the delivery of a professional, efficient, and customer-focused service in line with the Authority’s standards and procedures.

The ideal candidate will be an empathetic, motivated, and solutions-oriented professional, capable of working independently while contributing effectively within a team. This role is based in a very busy and fast-paced office and requires a fast worker with strong multitasking and prioritisation skills. The successful candidate must be resilient, able to work well under pressure, and respond efficiently to high volumes of enquiries. Strong problem-solving, communication, and interpersonal skills are essential to deliver a high standard of customer care. This position will appeal to individuals who thrive in demanding customer-facing environments and who can confidently interact with stakeholders at all levels within the Authority.

Applicants must be in possession of:

- A recognised Diploma at MQF Level 5 (subject to a minimum of 60 ECTS/ECVET credits or equivalent) in Law, Management, Administration, Finance, Education, or in a comparable professional qualification together with O Level qualifications in Maltese and English languages, ICDL/ECDL (ICDL/ECDL can be obtained within 3 months from date of appointment), and 1 year of relevant work experience.

Interested candidates are invited to submit a letter of application including a detailed CV to the Human Resources Section via email on vacancies.ha@ha.gov.mt by not later than 31st August 2026. An Interviewing Board will be set up to decide which application merits approval.

JobsPlus Permit: 336/2026