

“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 motivated and trustworthy persons to fill position above on an indefinite contract basis within these sections:

Customer Care Office

The selected candidate will be deployed within the Housing Authority’s Customer Care Office and 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.

Procurement Section

The selected candidate will be deployed within the Housing Authority’s Procurement Section and will be required to support procurement-related functions, including the administration and coordination of procurement processes, in accordance with applicable public procurement regulations, internal policies, and established procedures.

Technical Services

The selected candidate will be deployed within Housing Authority’s Technical Section and will support technical and operational functions related to repairs and improvement works, in line with the Authority’s policies and procedures. A technical background though not essential, will be considered an asset.

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, Construction, Architecture 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. An Interviewing Board will be set up to decide which application merits approval.