

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

Administration Officer – Customer Care

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

The recruited employee will be deployed within the Housing Authority Customer Care Office team and will carry out duties related to customer service functions.

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

JobsPlus Permit: 336/2026