

## LETTER CIRCULAR - Institute for Education

**Date:** 21/02/2020

**Ref:** IfE 13/2020

**From:** Joanne Grima – CEO

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**Subject:** Expression of Interest for those interested to offer their services as Receptionist with the Institute on a contract for service basis.

**Application Link:** <http://tiny.cc/r6gbkz>

**Deadline:** Noon (CET) of 06/03/2020

**Further Info / Requirements:** Europass *Curriculum Vitae*; scanned copies of certificates, testimonials/reference letters, police conduct to be sent by email to [ife.recruitment@ilearn.edu.mt](mailto:ife.recruitment@ilearn.edu.mt)

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The Institute for Education (IfE) invites applications from those interested to offer their services as Receptionist with the Institute on a contract for service basis.

### Duties and Responsibilities

The Receptionist will be responsible for:

- a. Welcoming visitors by greeting them in person or on the telephone and abide by directive 4.1;
- b. Providing excellent customer service by maintaining up-to-date knowledge and handling complaints and/or queries in a professional and calm manner;
- c. Maintaining a safe and clean reception area at all times;
- d. Maintaining an ethical and professional image at all times;
- e. Assisting with administration processes, such as scanning, printing and mailing out;
- f. Updating and maintaining databases;
- g. Advising and assisting staff with regard to daily administrative tasks;
- h. Copying, classifying, typing documents and completing their layout;
- i. Informing persons or referring/accompanying them to the desired department or place;
- j. Keeping noticeboards, information and company publicity material up to date;
- k. Monitoring access and movement (circulation) of persons within the organisation - check sites and rooms;
- l. Registering, sorting and stamping correspondence;
- m. Retrieving/inputting/updating computer data (search/consult databases), creating badges/registration of persons/phone reports;

- n. Taking telephone calls, transferring calls to the desired interlocutors and taking messages;
- o. Welcoming people and identifying their needs;
- p. Giving a hand over of tasks to colleague receptionist;
- q. Assisting in the preparation of meeting and training rooms for use throughout the day;
- r. Ensuring that all apertures and doors are locked before leaving and that lights and equipment are switched off as required.

## Eligibility Criteria

By the closing time and date of this expression of interest, applications will be received from persons in possession of an MQF Level 3 (Grade 1 to 5, or equivalent) in English and Maltese.

In the absence of the above, persons who are proficient in English and Maltese may also be considered though may be asked to sit for a proficiency test in both or either of the languages mentioned.

### *Further requirements;*

- a) Basic computer and Microsoft Office skills; AND
- b) A clean police conduct issued not later than one month from submission of application; AND
- c) One or more years of experience in a similar role will be preferred.

## Selection

Applicants for the above mentioned service will be required to sit for a face-to-face interview.

## Remuneration

Remuneration will be at €8.00 per hour excluding VAT on a contract for service basis for three (3) years. The Receptionist will work from the Institute or from the premises where the course will be held for a maximum of 30 hours per week. Two (2) or more receptionists will be giving service on a roster. Service will be given between 7.30 and 19.00 between Monday and Friday though there may be exigencies when the service will be required on a Saturday and remuneration will be of one and a half (1.5) times the established rate.

## Roster

	Date	Time in	Time out	Daily Hours	Weekly Hours
Winter Shift 1	1 <sup>st</sup> October- 15 <sup>th</sup> June	7.30	13.30	6	30
Winter Shift 2	1 <sup>st</sup> October- 15 <sup>th</sup> June	13.00	19.00	6	30
Summer Shift 1	16 <sup>th</sup> June – 30 <sup>th</sup> September	7.30	12.30	5	25
Summer Shift 2	16 <sup>th</sup> June – 30 <sup>th</sup> September	12.15	17.30	5.25	26.25

The roster as presented above may be liable to change according to the exigencies of the Institute for Education. The services of the selected applicant may, for a justified reason, be terminated at any time at the discretion of the CEO Institute for Education.

## Submission of Applications

Interested applicants are asked to submit an online application by following the link: <http://tiny.cc/r6gbkz>. The Curriculum Vitae and scanned certificates and/or testimonials will be received in the first instance by the Institute for Education at [ife.recruitment@ilearn.edu.mt](mailto:ife.recruitment@ilearn.edu.mt) by not later than **noon (Central European Time) of the 6th March 2020**. Original certificates and/or testimonials are to be invariably produced for verification during the interview.

Thank you.

**Joanne Grima**  
CEO Institute for Education