

Manager (IT)

1. The **Regulator for Energy and Water Services (REWS)** was established by Act XXV of 2015 to regulate services relating to energy and water, and to make provision with respect to matters ancillary thereto or connected therewith.
2. The **Regulator** is an equal opportunity employer and, in seeking to recruit a **Manager (IT)**, invites applications from suitable candidates. The selected candidate will be expected to enter into an indefinite contract subject to a probationary period of one (1) year. Unsatisfactory performance during the probation period will lead to termination of the contract.
3. Eligible candidates must be:
 - (i) citizens of Malta; **or**
 - (ii) citizens of another European Union Member State; **or**
 - (iii) citizens of other countries to which the EU provisions on free movement of persons apply (in case of difficulty the Ministry of Foreign Affairs is to be consulted regarding the countries to which EU provisions apply); **or**
 - (iv) the spouse and children, even if they are third country nationals, of any person mentioned at (i), (ii) and (iii) above, provided they are eligible to work in Malta under current legislation. This should be determined with the advice of the Director, Citizenship and Expatriate Affairs, Ministry for Justice and Home Affairs.
4. The appointment of candidates referred to at (ii), (iii), and (iv) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation.
5. In addition, candidates must:
 - (i) be graduates with a first degree (MQF Level 6) in Information Technology or an equivalent related professional qualification duly certified by the Malta Qualifications Recognition Information Centre (MQRIC); **and**
 - (ii) has at least 5 years of relevant experience, in a similar role, with at least 2 years in a supervisory, mentoring or managerial role;
 - (iii) have demonstrated leadership or supervisory or mentoring experience.
 - (iv) be proficient in the use of widely available software packages; **and**

(v) have the ability to communicate in the Maltese and English Languages; **and**

(vi) Demonstrate the **ability to work effectively as part of a multi-disciplinary team.**

6. The candidate must be able to demonstrate that he/she possesses:
 - a) excellent analytical and logical thinking skills;
 - b) ability to plan, develop, lead and manage teams and projects;
 - c) ability to work effectively as part of a multi-disciplinary team;
 - d) excellent decision-making and judgment;
 - e) excellent communication;
 - f) interpersonal skills and traits (reliability, responsibility, motivation, leadership, flexibility, patience, empathy, active listening);
 - g) good IT skills, preferably in database and knowledge management;
 - h) personal drive, commitment, and ambition to succeed;
7. The candidate must be of good moral character (a police certificate of conduct issued within six months prior to the closing date of applications should be provided).
8. The successful candidate will report to the Head of the Water Regulation, Corporate Affairs and IT Unit or to any other officer as may be designated by the Chief Executive Officer, any other officer as may be designated by the Chief Executive Officer.
9. A detailed job description is attached at Appendix "A".
10. The successful candidate may be required to undertake research work, and to draw up reports and other documents on matters falling under the Regulator's functions as regulator. The chosen candidate would have to keep themselves updated on international developments, particularly within the European Union.
11. Persons registered with the National Commission for Persons with a Disability (NCPD) may be given reasonable accommodation in terms of section 7 of the Equal Opportunities (Persons with Disability) Act, 2000, even if they do not satisfy in full the eligibility requirements for this post/position provided they can carry out, in essence, the duties related to the post/position and subject to the concurrence of the Management and Personnel Office.
12. Representations in terms of this clause should be attached to the application forms and supported with relevant documents, which must also include documentary evidence of registration with the NCPD. Reasoned justifications should be given to substantiate the lack of full eligibility requirements and why reasoned considerations are merited. All correspondence is to be addressed to the **Regulator for Energy and Water Services** and copied to the NCPD.
13. Certificates and/or testimonials must support qualifications and experience claimed. Photocopies are to be included with applications and originals produced for verification at the interview.

14. It is the responsibility of candidates, in possession of qualifications awarded by foreign universities/tertiary education institutions, to produce an evaluation report on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC) within the Ministry of Education, Youth and Employment. A copy of the said report issued by the MQRIC, or the designated authority in case of warrants, should be attached to the application, with the original presented at the interview. Candidates not in possession of this report may still apply, provided they submit a copy of the report to the **REWS** as soon as it becomes available and in any case by not later than fourteen days from the closing date of the call for applications.
15. A Selection Board appointed by **REWS** to assess their suitability for the position will interview eligible candidates. The Selection Board will assess the applicant based on suitability to perform the job.
16. Interested persons are requested to send an application, together with a detailed CV by not later than **noon of 27th February 2026**, marked "Private and Confidential" addressed to the Human Resources, Regulator for Energy and Water Services, Zentrum Business Centre, Level 1, Mdina Road Qormi QRM 9010. Applications can be submitted by e-mail to hr@rews.org.mt, by hand or by post.
17. Applications delivered by hand will be acknowledged by the **REWS** and a receipt will be given in hand at the time of delivery. Applications by post should be sent by registered mail in sufficient time to ensure delivery by the above deadline. All applications shall be acknowledged in writing after closing date and treated in the strictest confidence.
18. Late applications will not be considered.

Jobsplus Permit No. 70/2026

JOB DESCRIPTION

Position: Manager (IT)

Unit: Water Regulation, Corporate Affairs and IT Unit

Reports to: Head (Water Regulation, Corporate Affairs and IT)

1. Basic Functions

The Manager (IT) shall support the Head (Water Regulation, Corporate Affairs and IT) in overseeing the daily operational activities of the unit, ensuring the efficient and timely execution of duties related to IT Strategy and governance, digital transformation and document management, software development and support to Corporate Affairs.

The role involves coordinating with analysts, officers, administrators, and clerks to ensure effective workflow management, quality assurance, compliance with regulatory procedures, and achievement of performance targets.

2. Position Objectives

The Manager shall:

- Act as a key liaison between the Head (Water Regulation, Corporate Affairs and IT) and the operational staff.
- Ensure the implementation of policies, strategies, and work plans as directed by the Head.
- Monitor and report on the performance of operational tasks, recommending improvements where necessary.
- Provide day-to-day operational oversight, coaching, and guidance to ensure that all team members are aligned with the objectives of the Regulator.
- Ensure compliance with regulatory frameworks and internal procedures, contributing to continuous improvement and capacity building within the unit.

3. Duties

The duties of the appointee include:

1. Operational Oversight

- Supervise and coordinate daily tasks carried out by analysts, officers, administrators, and clerks.
- Monitor the progress to ensure targets are met.
- Review documentation, case files, and applications to ensure accuracy, completeness, and adherence to internal procedures and legal requirements.
- Assume responsibility and internal accountability for ensuring that assigned work streams are fully completed in a timely and cost-effective manner.

2. Team Coordination and Support

- Allocate tasks among team members according to workload and expertise.
- Provide guidance and technical support to staff in complex or sensitive matters.
- Facilitate internal knowledge sharing and staff development initiatives.

3. Process Management

- Assist in developing, implementing, and refining operational procedures and workflows.
- Identify inefficiencies and propose improvements to ensure continuous optimisation of services.

4. Compliance and Quality Control

- Ensure all activities are carried out in compliance with the Regulator's standards, legislative obligations, and EU directives.
- Support the Head in audits, reviews, and inspections by ensuring availability and accuracy of documentation.
- To provide expertise and advice to support the monitoring, reviewing and scrutiny of relevant submissions made by contracted service providers.

5. Reporting and Communication

- Prepare operational reports and statistics for internal use and for submission to the Head (Water Regulation, Corporate Affairs and IT).
- Escalate unresolved or critical issues to the Head in a timely manner, along with actionable recommendations.
- Ensure the drafting of high quality and accurate documentation as required

6. Project Support

- Assist the Head in the coordination and implementation of specific projects within the remit of the unit.
- Participate in multidisciplinary teams and stakeholder consultations when required.

7. Staff Supervision and Mentorship

- Conduct regular check-ins and performance feedback with team members.
- Identify training needs and assist in the development and onboarding of new staff.
- Foster a collaborative and accountable work environment.

8. Other Duties

- Represent the unit in internal meetings when delegated by the Head.
- Carry out other responsibilities as may be assigned from time to time by the Head (Water Regulation, Corporate Affairs and IT) or the Chief Executive Officer.

This role is subject to periodic review and may evolve over time in response to organisational restructuring, strategic priorities, or operational needs by the Regulator. While the core responsibilities and leadership expectations remain, the specific remit may change in consultation with senior leadership to reflect the evolving structure and direction of the Regulator.

4. Organisational Relationships

4.1 Structural

Reports to: Head (Water Regulation, Corporate Affairs and IT)

Directs: Analysts, Officers, Administrators, Clerks

4.2 Authority

The Manager has the delegated authority from the Head to oversee daily operational tasks and to manage team performance within agreed policies and procedures.

4.3 Responsibility

Responsible for effective day-to-day management of the unit's operations and for the timely execution of assigned duties and deliverables.

4.4 Accountability

Performance will be assessed based on:

- Achievement of set targets and deadlines.
- Operational efficiency and problem-solving effectiveness.
- Quality and compliance of outputs.
- Team leadership and development efforts.

4.5 Supervision

The Manager will receive directions from the respective head and/or his/her representative, as the need may arise and in terms of broad outlines.