

**Central Bank of Malta
Job Description Template**

Job Title: HR Officer

Office:

Reports To:

Senior Officer

Department: Human Resources

Date:

October 2026

Job Purpose:

To provide comprehensive operational support across Human Resources functions, including employee benefits and welfare, payroll administration, HR recruitment and procedures, staff travel management, employee support services, and related financial and administrative processes. The role ensures the efficient delivery of HR operational services while maintaining sound governance, compliance, accurate record keeping, and a high standard of customer service.

Technical / Functional Responsibilities:

HR Operations

- Administer employee benefits and welfare schemes, including health-related services, insurance programmes, loans, transport and other staff support initiatives.
- Provide advice and support to employees on HR operational matters and benefit-related queries.
- Maintain accurate HR records and ensure compliance with applicable policies and procedures.
- Support HR initiatives, special projects, reports and Board papers as required.

Recruitment, Payroll and HR Administration

- Assists in the end-to-end recruitment process, including support in drafting of job descriptions, advertising vacancies, screening applications, coordinating interviews, and follow-up with candidates.
- Facilitating onboarding for new recruits, including relocation support for overseas candidates.
- Support the administration of payroll processes, ensuring accuracy, timeliness and compliance with statutory requirements.
- Maintain HR and payroll systems, process employee-related changes and support employment lifecycle procedures including recruitment, promotions, transfers and terminations.

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- Prepare reconciliations, reports, statistical information and management information as required.
- Assist in maintaining HR procedures, working instructions and process documentation.

Travel Services

- Coordinate official travel arrangements, including flights, accommodation, insurance and subsistence requirements.
- Administer travel advances, reimbursements and related financial controls.
- Liaise with travel service providers and support employees travelling on official business.
- Assist in the monitoring and administration of travel budgets and expenditure.

General Administration and Financial Controls

- Process and authorise HR-related payments and accounting transactions in accordance with delegated authorities.
- Perform reconciliations, monitor budgets and ensure effective financial controls.
- Support procurement exercises and contract administration within the areas of responsibility.
- Ensure sound governance, proper record keeping and adherence to internal controls.
- Build and maintain effective relationships with internal and external stakeholders.
- Keep abreast of relevant employment, payroll, travel and HR legislation and practices.
- Contribute to service improvement initiatives and process enhancements.
- Provide support across the HR Department as required and act as a stand-in for other operational functions.
- Prepare reports, management information and documentation as required by management.
- Performs any other duties which may be assigned from time to time.

Competencies and Proficiency Levels

Within the context of their specific tasks, the incumbent is expected:

- To be truthful and honest;
- To have a positive, can-do attitude;

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- To share the Bank's intolerance of sexism, homophobia, xenophobia and racism, and to be respectful and caring towards others irrespective of sexual, religious and political orientation;
- To carry out their tasks professionally and ethically;
- To communicate effectively;
- To have a sense of the value of time and priorities;
- To respect security and confidentiality; and
- To be able to lead and to work in teams as may be the case.

Where applicable, the incumbent will have the following competences at a specified level of proficiency

General Competencies	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Analysis, research and problem solving			✓			
Customer Care		✓				
Computer and IT Literacy			✓			
Managerial Competencies	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Strategic Thinking and Planning		✓				
Promoting Change through Creativity		✓				
Leading People and Performance		✓				
Managing Relationships		✓				
Operations, Processes and Information Management			✓			
Industry Awareness and Understanding		✓				
Technical Competencies	N/A	Level 1	Level 2	Level 3	Level 4	Level 5
Human Resource Management		✓				
General Accounting		✓				
Health and Safety		✓				
Labour relations		✓				

Experience and Qualifications

- As a minimum candidates should have an MQF Level 4 qualification and proven ability to perform the tasks outlined in the job description.
- Experience in HR operations, such as payroll administration, employee services, finance administration or travel management will be considered an asset.

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- Strong analytical, organisational and customer service skills.
- Proficiency in Microsoft Office applications and HR/payroll systems will be considered an asset.
- Ability to manage multiple priorities, maintain confidentiality and work accurately under pressure
- Numerical skills and meticulous attention to detail are essential.
- Good verbal and writing skills. Knowledge of written and spoken Maltese will be considered an asset.

Working Relationships and Lines of Communication

- Internal**
- All staff as required to carry out the personnel function
 - Legal Department in relation to employment and other issues
- External**
- Service providers to carry out an effective HR function
 - JobsPlus for recruitment purposes
 - Other entities to gather information for research purposes

To Be Completed by Each Employee in the Role

Employee Name	
Employee Signature	Date
Head of Department Signature	Date