Central Bank of Malta
Job Description

Job Title:	**Manager Human Resources**		
Office:		**Reports To:**	**Chief Officer**
Department:	**Human Resources**	**Date:**	**November 2026**

Job Purpose:

To lead the Human Resources Department and contribute strategically to the development and implementation of the Bank's people strategy. The incumbent is responsible for ensuring the effective delivery of comprehensive human resources services, fostering a culture of high performance, integrity, inclusion and continuous improvement, and enabling the Bank to attract, develop, engage and retain the talent required to achieve its objectives. The incumbent will provide advice to senior management and ensure that all human resources policies, practices and decisions comply with applicable Maltese employment legislation, collective agreements, data protection requirements and the Bank's governance framework.

Technical / Functional Responsibilities:

Strategic Leadership and Advisory

- Lead the Human Resources Department and ensure the effective, consistent and timely delivery of human resources, learning and development, payroll, staff benefits, welfare and related services.
- Contribute to the formulation and implementation of the Bank's people strategy, ensuring alignment with its strategic objectives, values and operational priorities.
- Provide advice to senior management and line managers on human resources strategy, organisational matters, employment conditions, workforce planning and people-related risks to support informed decision-making.
- Promote a culture of high performance, accountability, integrity, inclusion, collaboration and continuous improvement across the Bank.

Talent Acquisition, Performance and Reward

- Oversee human resource planning, recruitment, selection, appointment and onboarding processes, ensuring that they are fair, transparent, timely and capable of attracting suitably qualified employees.
- Lead the implementation and continuous improvement of the performance management framework, supporting managers, providing constructive feedback, recognising achievement and addressing underperformance.
- Oversee the development and administration of remuneration, allowances, staff benefits and recognition arrangements in accordance with Bank policies, collective agreements and applicable legislation.
- Ensure the accurate, timely and controlled administration of payroll and all related statutory, accounting, reporting and reconciliation obligations.

Learning and Development

- Identify organisational requirements and oversee the design and delivery of learning, leadership and professional development initiatives aligned with the Bank's present and future needs.
- Support succession planning, career development and talent management initiatives that strengthen organisational resilience and leadership capability.
- Lead special projects, driving continuous improvement, organisational effectiveness, and business transformation as the need arises.

Employee Relations, Well-being and Governance

- Build and maintain constructive relations with trade unions and represent the Bank in consultation, negotiation and other industrial relations matters.
- Provide guidance on employee relations matters, including conduct, grievance, attendance, and disciplinary issues, ensuring consistency, fairness and procedural integrity.
- Promote employee well-being through effective welfare, occupational health, health and safety, equality, diversity and inclusion, and employee support initiatives.
- Maintain a comprehensive and up-to-date suite of human resources policies, procedures and records, and ensure compliance with employment legislation, collective agreements, data protection requirements and recognised professional standards.
- Maintain robust internal controls, reliable management information and sound governance across human resources systems, records and processes.

Planning, Financial Management and Representation

- Prepare and manage the Department's annual work plan and budgets, monitor expenditure and resource utilisation, and report on performance, risks and key deliverables.
- Represent the Bank on ESCB committees, working groups and other internal or external bodies, as required.
- Provide cover for executive-grade staff, where necessary, to support continuity of operations.
- Perform any other duties which may be assigned from time to time.

General / Managerial Responsibilities:

- Support and assist the Chief Officer in maintaining a culture of high performance, proactivity, continuous improvement and co-operation.
- Plan, organise, direct and control the work of the Department, establishing clear priorities, responsibilities, service standards and deadlines.
- Translate the Department's objectives into an annual work plan and monitor progress, risks, resource requirements and outcomes.
- Prepare, draft, and manage Requests for Quotations (RFQs), requests for proposals, tender documents, technical specifications, and related procurement documentation for human resources, related services, ensuring compliance with the Bank's procurement policies and procedures.

- Manage and develop employees through clear objectives, regular feedback, coaching, delegation, recognition and appropriate learning opportunities.
- Apply the performance management framework consistently and address performance concerns promptly, fairly and constructively.
- Promote effective communication within the Department through regular meetings, timely information sharing and meaningful employee engagement.
- Provide accurate and timely reports on the Department's activities, performance, risks, expenditure and key developments.
- To ensure accurate monitoring of staff attendance and promote compliance with the Bank's attendance regulations.
- To be responsible for the Risk Management Process in the area of responsibility.
- To report on activities undertaken.
- To ensure a high quality/standard of work and service throughout.
- To motivate and direct subordinates in meeting their work objectives.

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.
- 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 both verbally and in writing.
- To have a sense of the value of time and priorities.
- To respect security and confidentiality.
- 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				✔		
Human Resource Development			✔			
Project and Programme Management			✔			
Negotiation				✔		
General Accounting			✔			
Health and Safety			✔			
Labour relations				✔		

Experience and Qualifications

- A postgraduate qualification at MQF Level 7 in HR Management or Business Management/Administration or Accounting or Law or a closely related discipline together with eight years experience in the area of human resource management and proven ability to perform the tasks pertaining to the position successfully.
- At least three years experience in managing an HR function within an organisation is essential.
- Experience in leading HR-related projects will be considered an asset.
- Proficiency in the use of Microsoft Office applications and payroll applications is essential.
- Sound management and leadership skills are essential.
- Demonstrated knowledge of Maltese employment law – Equal Pay Regulations and GDPR.
- Excellent written and verbal communication skills in English are essential. Knowledge of Maltese will be considered an asset.

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Working Relationships and Lines of Communication

Internal

- All the staff to provide support as required.
- Health and Safety Committee to monitor progress and make recommendations.
- Governors and Senior Management to provide the necessary support.

External

- Trade unions for industrial relations issues.
- Other financial institutions to maintain healthy contracts with counterparties.
- Medical consultants, legal consultants and insurance providers to carry out an effective personnel function.

Physical Dimensions

Eleven persons report to this position – Four directly and seven indirectly.

Responsible for the Human Resources, Training and Official Budgets.

To Be Completed by Each Employee in the Role

Employee Name	
Employee Signature	**Date**
Head of Department Signature	**Date**