The Director of Legal Aid Malta Agency invites applications for the post of **General Support Officer (Receptionist and Clerical duties)** at Legal Aid Malta Agency.

JOB DESCRIPTION

Job title	General Support Officer (Receptionist and Clerical duties)
No. of positions to be filled	1
Contract term	Indefinite position
Salary yearly: 2027	€16,873 with annual increase of €638 and annual increments of €244 (upon satisfactory performance) up to a maximum of €18,337
Allowances:	Legal Aid Allowance: €500
Closing date:	Applications, together with attached updated CV and scanned PDF copies of certificates will be received by email on hr.legalaidmalta@gov.mt **by noon of 11th December 2026** indicating the relevanti reference number in the email subject, as indicated below. **LAM 34/2025 – GSO** Applications received after the closing date will not be considered.
Jobsplus Permit No:	1017/2026
Reporting to:	Director and/or delegated senior management
Required qualifications:	• In possession of two (2) subjects at MQF Level 3 (attained with at least a Grade 5 in SEC examinations, or a Grade C in foreign examinations);And • Able to communicate effectively in both written and spoken Maltese and English languages. Experience in the use of Microsoft 365, email, and knowledge of IT is recommended.

The functions of General Support Officer include the following:

1. Abide by the standard operational procedures (SOPs) and circulars issued by the Agency as updated from time-to-time.

2. Assist Legal Aid Malta Agency in office and clerical assistance, including opening the reception and receptionist duties.

3. Inform prospective clients which documents are required to process legal aid applications in liaison with their superiors, if necessary.

4. Dealing with cases in accordance with defined regulations, instructions and general practice at Legal Aid Malta under direction of Management.

5. Assisting beneficiaries of Legal Aid Malta to fill in application forms for a request of a Legal Aid Lawyer and Legal Procurator;

6. Meet the general public and beneficiaries to assist them in answering queries made by them,

7. Schedule client appointments with the legal aid office officials and legal aid lawyers and procurators.

8. Collecting information, keeping and updating of records and databases, including digital databases;

9. Copying, typing, filing and carrying out general office work, including use of scanner machines, photocopy machines;

10. Follow any directions and/or any other duties as assigned by senior management or the delegated authority of the Agency;

11. Perform any other duties according to the exigencies of the service as directed by the Permanent Secretary wihin the Ministry.