

Jobsplus

WHO WE ARE

Jobsplus is Malta's Public Employment Service provider, which serves as the primary organisation responsible for implementation of employment policies and facilitation the seamless integration of jobseekers into the labour market. The fundamental purpose of JobsPlus is to bridge the gap between labour market supply and demand. This is achieved through the provision of information, job placement services, and active market measures and support at both national and European levels. Our mission is to bring career prospects closer to the nation by providing state-of-the-art digital solutions and an enhanced customer experience. We are committed to creating and empowering work environment for our employees, aligning with our vision of being at the forefront of innovation. Through these efforts, we excel in meeting the diverse labour market needs of employers, employees and jobseekers across Malta, Gozo and EU.

OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with Directive 4-2 Standard for Service of Excellence Offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://jobsplus.gov.mt/>

WHAT TO EXPECT WHEN YOU CONTACT US

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in Directive 4-2.

When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be of approximately 15 - 20 minutes under normal circumstances.

When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 1 working day from the date of request. However, appointments may be dependent on department waiting lists and urgent requests which may take priority.

CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: jobsplus@gov.mt
- o Through servizz.gov by calling on 153, or online on *Submit a Complaint*; or <https://jobsplus.gov.mt/knowledge-base/how-to-contact-jobsplus>

Your confidentiality will be guaranteed. Expect our feedback within 1 working day.

HOW TO CONTACT US

- o Jobsplus Head Office, Hal Far Hub, Birzebbuga Road, Hal Far Malta
- o Birgu Hub, LEAP Centre, St Edward Str Birgu – Gozo Office, Sir Arturo Mercieca Str Victoria Gozo
- o Mosta Hub, 4 St Anne Street, Mosta – Qawra Hub, LEAP Centre, Frejgatina Street Qawra
- o Valletta LEAP Centre, 72 Melita Str Valletta – Job Brokerage, Jobsplus Training Complex, Birzebbuga Road, Hal Far – Job Bridge Training Centre, Bice Mizzi Vassallo Complex, Alamein Road Pembroke – Sheltered Employability Training Centre, 9 St Louis Str Msida
- o Hubs: Monday to Friday: 08:30-12:00 (also available by appointment)
Weekends, & Public Holidays: Closed
- o Contact us: <https://jobsplus.gov.mt>, jobsplus@gov.mt, +356 2125 5153 or 153 (Ext 18)
- o Through Social Media:

