

PUBLIC SERVICE COMMISSION CIRCULAR NOTE NO. 62 OF 2021

Vacancy for Post of Citizen's Advice Bureau Co-ordinator **Ministry of National Infrastructure and Community Development** **(National Development Unit)**

Applications are invited from qualified officers who wish to be considered for appointment as Citizen's Advice Bureau Co-ordinator in the Ministry of National Infrastructure and Community Development (National Development Unit).

II. QUALIFICATIONS

By selection from among officers in the grade of Assistant Citizen's Advice Bureau Co-ordinator who reckon at least three years' service in a substantive capacity in the grade and who -

- (a) possess a Degree in Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
- (b) have a strong personality;
- (c) have good communication and interpersonal skills;
- (d) show demonstrated interest in community development and in co-ordination work; and
- (e) have good leadership and administrative abilities.

NOTE

The onus for the submission of equivalence of qualification (if applicable) from the relevant authorities (Higher Education Commission or Mauritius Qualifications Authority) rests on the candidates. Applications will not be considered in case of non-submission of Equivalence Certificate, as appropriate, by the closing date.

III. ROLE AND RESPONSIBILITIES

To be responsible for the provision of community-based services in line with Government policy.

IV. DUTIES AND SALARY

1. To be responsible to the Permanent Secretary for the overall management of the Citizen's Advice Section and the dissemination of relevant information to customers via Citizen's Advice Bureaux.
2. To be responsible for the implementation, monitoring and execution of programmes and projects entrusted to Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
3. To monitor and supervise the work of Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
4. To ensure public awareness of the role of Citizen's Advice Bureaux and the services provided thereat.

5. To organise and ensure the smooth running of training programmes intended for the Assistant Citizen's Advice Bureau Co-ordinators and Citizen's Advice Bureau Organisers.
6. To liaise with Government Departments and other organisations for the dissemination of information relating to schemes, programmes and projects of national interest through Citizen's Advice Bureaux.
7. To initiate surveys and studies in specific areas on the basis of available data with a view to formulating projects and programmes for local development.
8. To supervise the organisation of official functions relating to Citizen's Advice Bureaux activities.
9. To plan and organise schemes for standardisation in the registration of complaints and suggestions from members of the public.
10. To use ICT in the performance of his duties.
11. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Citizen's Advice Bureau Co-ordinator in the roles ascribed to him.

Note

The Citizen's Advice Bureau Co-ordinator may be required to work outside normal working hours, including Saturdays, Sundays and Public Holidays.

The permanent and pensionable post carries salary in scale Rs 36,550 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 x 1,700 – 62,700 a month.

V. MODE OF APPLICATION

1. Qualified candidates should submit their application on **PSC Form 7** which may be obtained **either** from the Enquiry Counter of the Ministry of Public Service, Administrative and Institutional Reforms, Ground Floor, Emmanuel Anquetil Building, Port Louis **or** from the Enquiry Counter of the Public Service Commission, 7, Louis Pasteur Street, Forest Side **or** from the Chief Commissioner's Office, Port Mathurin, Rodrigues **or** from the offices of the Mauritius High Commissions/Embassies overseas.
2. Applications should be submitted **in duplicate**, the original to be sent directly to the Secretary, Public Service Commission and the duplicate through the Permanent Secretary, Ministry of National Infrastructure and Community Development (National Development Unit).
3. This circular together with the Application Form (PSC Form 7) are available on the website of the Public Service Commission at **<https://psc.govmu.org>**
4. Acknowledgement of applications will be made, as far as possible, by **e-mail**. Candidates are, therefore, advised to submit their e-mail address.

5. Candidates are also advised to read carefully the “**NOTES AND INSTRUCTIONS TO CANDIDATES**” before filling in the Application Form. Care should be taken to fill in the Application Form correctly. **Incomplete, inadequate or inaccurate filling of the Application Form may entail elimination of the candidate.**

VI. CLOSING DATE

Application Forms should reach the Secretary, Public Service Commission, 7, Louis Pasteur Street, Forest Side, **not later than 15 00 hours (local time) on Wednesday 08 December 2021.** Application Forms received after the specified closing date and time will **not** be considered.

Date:18 November 2021

Public Service Commission,
7, Louis Pasteur Street,
FOREST SIDE.