

Career Opportunity

Mediator (Full-time) Mediators (Part-time)

Jobsplus Permit Number 481/2026

WHO WE ARE

The Office of the Arbiter for Financial Services is an autonomous and independent body setup in terms of Act XVI of 2016. It has the power to mediate, investigate and adjudicate complaints filed by customers against financial services providers. Further information is available at financialarbiter.org.mt.

THE VACANCY

We are seeking applicants to form part of a team of mediators within the Office of the Arbiter for Financial Services. The selected applicants may be engaged on a full time or part time basis.

ROLE OF MEDIATORS

After assessing a complaint and determine that the Office can accept it, where the law provides for us to do so, the Office will recommend mediation as the first and best option for resolving the matter. The aim of mediation is to give both sides the opportunity to develop a shared understanding of the complaint and work towards reaching a solution. Mediation is voluntary and always held in private. Either the customer or the provider can end it at any time. Also, any solution reached in mediation requires both parties to agree.

WHAT ARE WE EXPECTING FROM THE SELECTED CANDIDATES

Selected candidates will join a professional team which mediates complaints between customers and financial services providers.

We are seeking candidates who can:

- conduct mediation fairly, independently and impartially;
- lead by example and uphold the integrity of the mediation process;
- have experience in resolving disputes;
- have general knowledge of financial services;
- be conversant with decisions issued by the Arbiter for Financial Services;
- communicate clearly and respectfully with all parties during mediation.

Candidates may also be assigned ad hoc work from time to time. Such work may include research on general financial services, related legislative aspects or developments and other issues which arise from time to time.

Candidates may be required to report on the outcome of such assignments.

Selected candidates will receive training where the Office considers this necessary.

WHO ARE WE LOOKING FOR

Candidates must have:

Qualifications

- A University of Malta Degree in financial services, law or a comparable recognised qualification at MQF level 6 or better duly certified by the Malta Qualifications Recognition Information Centre (MQRIC)¹.
- ECDL certification or an equivalent proof of computer literacy.

Students in their final year of studies are also eligible to apply.

Soft Skills

- motivation and the ability to work effectively within a team;
- very good written and verbal communication skills in Maltese and English;
- a calm, measured and professional character in all dealings;
- the ability to manage different cases with dignity and neutrality;
- full respect for the parties and for the mediation process.

THE APPLICATION PROCEDURE

EXPLAINED

Applicants for this position are requested to email their CVs to geoffrey.bezzina@asf.mt. The subject of the email should include the Jobsplus

Permit Number 481/2026. Applicants who do not meet the minimum requirements above should not apply. Prospective candidates will be invited to an interview.

SALARY AND BENEFITS

The Office provides its employees with a competitive remuneration package and private health insurance that includes hospital benefits for their spouses and children who still live in the same household.

EQUAL OPPORTUNITIES

The Office is committed to a policy of equal opportunity in all aspects of employment and will take care to avoid any form of discrimination in its recruitment procedures.

DATA PROTECTION

The Office will ensure that candidates' personal data are processed in accordance with the Data Protection Act and not used for any purpose incompatible with the information collected. This applies, in particular, to the confidentiality and security of such data.

Issued on 22 June 2026

¹ It is the responsibility of applicants in possession of qualifications awarded by Universities and other similar institutions outside Malta to produce a recognition statement on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC). Applicants should do so preferably at application stage or otherwise at the preliminary interview should an applicant be selected for such interview. Details can be obtained by accessing the National Commission for Further and Higher Education website on www.ncfhe.org.mt under MQRIC heading.