



JOBSPUS Strategic Plan 2024-2028

Enhancing Jobsplus in the National & European Context

Concept Note:

Jobsplus, as Malta's Public Employment Service (PES), is an integral part of the broader EU PES network. This network, originally founded in 1997 with the establishment of the European Network of Heads of PES, was designed to foster cooperation, exchange, and mutual learning among member organisations. The overarching goal was to facilitate collaboration, provide a platform for knowledge exchange, and gather feedback on employment policy initiatives.

The significance of this European collaboration has been reaffirmed by Decision (EU) 2020/1782 of the European Parliament and Council, amending Decision No 573/2014/EU, which further enhances the cooperative efforts between Public Employment Services (PES) across Europe. This framework emphasises the importance of collective action in addressing the evolving labour market challenges and opportunities of our time.

Public Employment Services, serve as the primary organisations responsible for implementing employment policies and facilitating the seamless integration of jobseekers into the labour market. The fundamental purpose of all PES, including 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 labour market measures and support at both national and European levels.

This concept note outlines the strategic plan for **Jobsplus 2024-2028 ~ Enhancing Jobsplus in the National & European Context** - which aims to reinforce Jobsplus as a significant force both nationally and within the European network of PES. Grounded in a commitment to innovate, enhance service excellence, support employee well-being, and national leadership, this plan



aligns with the shared values of the EU PES network and our mission to meet the dynamic employment needs of our nation.

Vision Statement:

To be the nation's foremost innovator in workforce solutions, seamlessly connecting employers, employees and jobseekers through cutting-edge digital platforms, while fostering a dynamic work environment for our dedicated team.

Mission Statement:

At Jobsplus, 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 an 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.

Goal 1: Pioneering Technological Innovation and Elevating Digital Excellence

Objective: To establish Jobsplus as a pioneer in technological innovation and deliver unparalleled digital excellence, bridging the gap between employers, employees, and jobseekers.

A. Revolutionise the Jobsplus Website

Develop and launch a revolutionary Jobsplus website that not only sets new standards in design but also prioritizes user experience and accessibility, ensuring that it serves as a seamless gateway for employers, employees and jobseekers.

B. Empower Job Matching and Career Guidance

Enhance the Jobsplus portal to provide advanced job matching and career guidance. The optimised portal will empower jobseekers with precise, tailored



recommendations, personalised career insights and facilitate seamless connections between employers and jobseekers, ushering in a new era of labour market efficiency.

C. AI-Powered Personalisation

Embrace the future of online services through the implementation of AI-driven algorithms. Our objective is to provide employers, employees and jobseekers, with personalised experiences that anticipate and cater to their unique needs, preferences, and ambitions.

D. Cultivate Collaborative Innovation

Foster strategic partnerships whilst creating a collaborative ecosystem that thrives on continuous innovation. Through these partnerships, we will stay at the forefront of innovative trends, ensuring that our services remain ahead of the curve.

These initiatives under Goal 1 reflect our commitment to staying at the forefront of technological advancements, enhancing user experiences, and providing innovative solutions that benefit employers, employees, and jobseekers alike.

Goal 2: Delivering Exceptional Customer Experience

Objective: To elevate our service standards by providing an exceptional customer experience that revolves around efficiency and user-centricity.

A. Empowering Learning through an Online Platform

Launch a comprehensive online learning platform featuring an extensive array of courses and training resources. This platform will serve as a dynamic educational hub, enabling jobseekers and employees to upskill, reskill, and continuously enhance their capabilities to meet evolving market demands.



B. Facilitating Networking Opportunities

Organise both national and transnational networking events aimed at seamlessly connecting jobseekers with potential employers. These events will serve as platforms for meaningful interactions, fostering partnerships, and facilitating career opportunities.

C. Tailored Communication

Develop a system for delivering personalised and curated communications to clients, ensuring that they receive tailored information about relevant opportunities and updates.

D. Continuous Improvement through Feedback

Implement a robust feedback mechanism to capture client input effectively. Act upon this feedback to make informed service enhancements and optimizations, ensuring that our services are continuously refined based on client needs and preferences.

Through the execution of these initiatives under Goal 2, Jobsplus is committed to providing an unmatched customer experience, emphasising user convenience, personalised support, and ongoing improvement derived from client feedback.

Goal 3: Cultivating Employee Well-being and Professional Growth

Objective: To cultivate a thriving work environment at Jobsplus that nurtures employee well-being, empowerment, and continuous professional development.

A. Comprehensive Well-being Programs and Growth Opportunities

Develop and implement robust well-being programs tailored to address the holistic needs of our employees. Additionally, establish comprehensive training initiatives and



structured career growth pathways, fostering skill enhancement and career advancement within Jobsplus.

B. Advocating Diversity, Inclusion, and Sustainability

Promote and reinforce a culture of diversity, inclusion, and sustainability within the organization. This will ensure an environment where all employees feel valued, respected, and empowered to contribute to the Corporation's success.

C. Creating an Innovation Hub

Establish an innovation hub within Jobsplus, providing a dedicated space for employees to explore and experiment with novel ideas and inventive solutions. This hub will encourage creativity, collaboration, and a culture of innovation within the workforce.

D. Flexibility and Work-Life Balance

Continue to offer remote work options and implement policies that support a healthy work-life balance for employees. This approach acknowledges the importance of flexibility in meeting personal and professional responsibilities while maintaining productivity and well-being.

Through these strategic initiatives aligned with Goal 3, Jobsplus is committed to fostering a work environment that prioritizes the well-being, growth, and empowerment of its employees. This approach not only enriches the employee experience but also reinforces a culture of innovation and inclusivity within the organisation.

Goal 4: Establishing National Leadership and Societal Impact



Objective: Solidify Jobsplus' position as a pioneer in national leadership while effectively responding to the evolving demands of the labour market.

A. Education-Employment Alignment

Forge strategic collaborations with educational institutions and businesses to bridge the gap between education and employment. These partnerships will foster alignment between educational curricula and industry demands, facilitating smoother transitions for jobseekers into the workforce.

B. Data-Driven Insights

Harness the power of data analytics to gain comprehensive insights into labour market trends. Utilise this data proactively to tailor Jobsplus services, ensuring they remain aligned with emerging market needs and anticipate future demands.

C. Strengthen Partnerships

Enhance strategic partnerships with national and EU-wide government agencies, Public Employment Services (PES), and other stakeholders. This collaborative approach will create synergies, optimise resources, and enhance the effectiveness of initiatives aimed at addressing labour market challenges.

D. Community Engagement

Host a series of community events and outreach programs on both national and transnational scales. These events will serve as platforms for Jobsplus to engage



directly with local communities, fostering stronger connections and providing valuable resources and information related to employment and career opportunities.

Through the comprehensive strategy outlined in Goal 4, Jobsplus endeavors to solidify its position as a national leader, actively shaping the labour market landscape. By leveraging collaborations, data-driven insights, strategic partnerships, and community engagement, Jobsplus aims to have a lasting and impactful influence on employment dynamics within the nation and beyond.

Goal 5: Achieving Organisational Excellence

Objective: To consistently elevate and excel in every facet of the Corporation's operations.

A. Performance Evaluation and Quality Assurance

Implement a framework for regular performance assessments and comprehensive audits across all operational facets. This system will ensure heightened efficiency, uphold quality standards, and identify areas for continual improvement.

B. Sustainability Commitment

Set clear sustainability goals and measures aimed at reducing costs and minimising the Corporation's environmental impact. Embrace eco-friendly practices and initiatives that promote sustainability across all operational processes.

C. Financial Prudence

Maintain a steadfast commitment to financial responsibility by implementing



prudent financial practices. Allocate resources wisely, ensuring efficient utilisation while optimising budget allocation for the most impactful outcomes.

D. Accessibility and Inclusivity

Ensure that all services provided by Jobsplus and its physical locations are fully accessible to individuals with disabilities. Uphold inclusivity standards and accessibility protocols to guarantee that all individuals have equal access to Jobsplus services and facilities.

Through the diligent execution of these initiatives aligned with Goal 5, Jobsplus is dedicated to fostering organisational excellence. By prioritising performance assessments, sustainability, financial responsibility, and inclusivity, Jobsplus aims to continuously evolve and excel across all operational dimensions, thereby solidifying its standing as an exemplar of organizational excellence.