

# Restructuring the Maltese (public) employment service

POLICY DEVELOPMENT

REGULATION/LEGISLATION

 MALTA

## Timeline



ID number 28663

## Background

From the beginning of 2010s there was a surge in the Maltese employment ratio for the age cohort 20-64, which was mainly driven by an increase in female labour market participation. However, despite the rise in the volume of the Maltese workforce, there remained a deficit in the skills base in Malta compared to the EU-28. Consequently, the Maltese employment policy 2014 was drawn up proposing various initiatives to upgrade the skills of the Maltese workforce which would contribute to more productive jobs. In turn, this would lead to convergence in the standard of living of Malta with the EU-28.

That structure of the public employment service (PES), designed around three divisions, did not facilitate the implementation of the corporate strategy built on the priorities highlighted in the National employment policy 2014 and the agility required to respond quickly to changing demands. A new management organisational structure developed around seven heads of division, with clear, coherent and manageable responsibilities, was proposed to the then ETC Board of Directors and approved. In 2016 the Employment and Training Corporation (ETC)(Malta's public employment service) was renamed Jobsplus by Act of Parliament.

## Objectives

To make the PES a modern, efficient and effective organisation, capable of successfully fulfilling its mission and to implement the Government's programme, while meeting labour market needs falling within its remit.

## Description

The board of directors restructured the executive management team of the PES under the direction of the chief executive officer. Six divisions replaced the existing three, so that Jobsplus operations and support services would be better managed.

The corporate planning division was re-dimensioned and became responsible for business planning and development, performance management, involvement of Jobsplus in activities

of the European network of public employment services, people management and corporate services including upkeep of premises and maintenance, archives and security.

The EU affairs, labour market analysis and employer relations division was assigned responsibilities for contributing to employment policy at both national and European levels, EU affairs related to employment, labour market intelligence and research, and representing training services, processing and maintenance of all national employment records.

A reorganised employment services division was to be responsible for jobseeker advisory services, employer services, employment schemes, registration, employment licences and EURES.

The finance and corporate services division was reorganised and became responsible for financial management, budgeting and control, information and communications technology, tendering and procurement.

An inclusive employment services division was created to provide services to disadvantaged jobseekers, supported and sheltered employment services and the management and operation of partnership agreements with non-governmental organisations (NGOs). An EU-funded schemes division was given responsibility for the implementation of the 2014/20 ESF-funded projects operated by Jobsplus.

## **2016 Approved/Agreed**

### **2019 Implementation**

The restructuring plan of the organisation has been completed. During 2019, Jobsplus was supporting active labour market policies launched between 2014 and 2017. In view of the very positive labour market situation, no new schemes were launched after 2017.

### **2020 Implementation**

Following an evaluation of the organisational restructuring that took place in 2016, the challenges being faced by the stakeholders in a labour market that had to deal with the consequences of a worldwide pandemic, and the organisation's aim to be more customer centric, four of the six divisions set up in 2016 were re-dimensioned and assigned a new focus.

The employer services division has been set up and is responsible for training for employment, investing in skills, and access to employment EU-funded projects. This set-up will allow for a more coordinated approach in respect of the monitoring process of all three projects and contact with employers. This division is also responsible for employment records, the Employer Relations Unit, EURES and private sector recruitment services, thus serving as a one stop shop for employers.

The jobseeker services division has also been set up and is responsible for the jobseeking advisory function for all jobseekers: mainstream (unemployed and job changers), the vulnerable, or persons with disability. This division is now also responsible for all the jobseeker registers administered by Jobsplus for both mainstream clients and persons with disability. It is also responsible for all the specialised services like sheltered employment and job brokerage service and the NEET activation scheme aimed at persons with disability, migrants that have international protection status and the young, thus serving as a one point of contact for jobseekers.

The operations of the compliance, migration and public sector employment services division will focus more on the legal and compliance aspects in respect of the employment of third country nationals, of persons with disability and the adherence of the 2% quota by medium and large employers, public sector employment, and the illegal employment of workers.

The division formerly in charge of EU affairs, labour market analysis and employer

relations has been trimmed down to focus more on research, gathering of labour market intelligence, and labour market analysis.

### **2021 Implementation**

Jobsplus continued running its operations as usual.

### **2022 Implementation**

Jobsplus continued running its operations as usual.

### **2023 Implementation**

Jobsplus continued running its operations as usual.

### **2024 Implementation**

In 2024, Jobsplus issued a strategic document entitled, 'Jobsplus strategic plan 2024-28 *Enhancing Jobsplus in the National & European context*, which aims to reinforce the entity 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 Jobsplus' mission to meet Malta's dynamic employment needs.

In addition, Jobsplus underwent restructuring to streamline its operations and enhance service delivery. The organisation now operates through three major divisions: Jobseeker services division, the People management division, and the EU and international affairs, Research and intelligence division. Each department oversees specialised units that focus on key areas, including migration, inclusive services, access to employment, research, labour market analysis and skills training. This restructuring aims to improve the agency's responsiveness to labour market needs while supporting Malta's workforce with targeted initiatives.

## **Bodies responsible**

- Jobsplus (Public Employment Service)

## **Target group**

### **Learners**

Unemployed and jobseekers

### **Other stakeholders**

National, regional and local authorities

## **Thematic categories**

### **Governance of VET and lifelong learning**

Establishing and developing skills intelligence systems

### **Supporting lifelong learning culture and increasing participation**

Providing for individuals' re- and upskilling needs

Lifelong guidance

## Subsystem

IVET CVET

## Further reading

[Jobsplus strategic plan 2016-18](#)

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[National employment policy 2014](#)

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[Employment and Training Services Act, Chapter 594](#)

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[National Employment Policy 2021-30](#)

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[Jobsplus strategic plan 2024-28: Enhancing Jobsplus in the National and European context](#)

### “ ... ” Cite as

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<https://www.cedefop.europa.eu/en/tools/timeline-vet-policies-europe/search/28663>