

GOVERNMENT OF MAURITIUS

**SCHEME OF SERVICE SPECIFIED UNDER REGULATION 15 OF THE
PUBLIC SERVICE COMMISSION REGULATIONS**

- Ministry:** Prime Minister's Office
- Post:** Senior Citizen Support Officer
- Salary:** Rs 30,700 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 49,250 x 1,650 – 54,200 QB 55,900 x 1,700 – 57,600 (08 062 085)
- Effective Date:** 01 December 2023
- Qualifications:** By promotion, on the basis of experience and merit, of officers in the grade of Citizen Support Officer who reckon at least five years' service in a substantive capacity in the grade or an aggregate of at least five years' service in a substantive capacity in the grade of Citizen Support Officer and the former grade of Citizen's Advice Bureau Organiser who –
- (i) possess a degree in Management or Public Administration and Management or Psychology or Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission;
 - (ii) reckon at least five years' experience in community development or social work;
 - (iii) possess good administrative and organisational skills; and
 - (iv) have the ability to manage a team of officers.

Candidates should produce written evidence of experience claimed.

NOTE 1

For the first intake, by appointment of the officer who holds a substantive appointment in the grade of Assistant Citizen's Advice Bureau Co-ordinator on the establishment of the Ministry of National Infrastructure and Community Development who is serving at the National Development Unit of the Ministry.

NOTE 2

The Assistant Citizen's Advice Bureau Co-ordinator who possesses a degree in Management or Public Administration and Management or Psychology or Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission will be allowed to progress beyond the Qualification Bar (QB) provided in the salary scale for the post.

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CERTIFIED CORRECT

B. D. Nundloll

B. D. Nundloll (Mrs)

for Secretary for Public Service

01 December 2023

Date.....



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-2-

**Role and
Responsibilities:**

To be responsible for assisting the Head Citizen Support Unit in the management and operation of the Citizen Support Portal.

Duties:

1. To report to the Head, Citizen Support Unit.
2. To assist the Head, Citizen Support Unit in –
 - (i) the smooth operation of the Citizen Support Portal; and
 - (ii) the formulation and implementation of policies and programmes.
3. To prepare training plans for officers working with the Citizen Support Unit.
4. To supervise the work of Citizen Support Officers.
5. To collect data and prepare regular monitoring and evaluation reports.
6. To be responsible for the coordination and implementation of activities related to communication with citizens.
7. To assist in the organisation of social activities and official functions at regional and national level.
8. To prepare service delivery improvement plans.
9. To liaise with Ministries/Departments, Non-Governmental Organisations and other agencies with a view to eliminating bottlenecks that impede service delivery.
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 Senior Citizen Support Officer in the roles ascribed to him.

Note

The Senior Citizen Support Officer may be required to work outside normal working hours including Saturdays, Sundays and Public Holidays and during cyclonic periods and natural calamities.



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