

RECRUITMENT ADVERTISEMENT FOR NON-CIVIL SERVICE VACANCY

Department: Health Bureau

Division/Section/Unit: Voluntary Health Insurance Scheme Office

Position: Senior Manager (Voluntary Health Insurance Scheme)

Salary: HK\$82,330 – HK101,775 per month (commensurate with experience)

Entry Requirements:

Candidates should possess –

1. a bachelor's degree from a Hong Kong university, or equivalent;
2. language proficiency requirements of Level 3 or above in Chinese Language and English Language in the Hong Kong Certificate of Education Examination (HKCEE) or the Hong Kong Diploma of Secondary Education Examination (HKDSEE), or equivalent ^[1]; and
3. at least aggregate ten years' relevant full-time post-qualification work experience in one or more of the following areas:
 - (a) legal and compliance or regulatory works for the financial industry or life/medical insurance business; **or**
 - (b) insurance operations ^[2]; **or**
 - (c) insurance product design and development.

Preferred Attributes

1. A degree in Finance, Business Administration, Economics, Insurance or health related discipline;
2. Good command of English and Chinese with fluency in Putonghua an advantage;

^[1] Grade C in Chinese Language and English Language (Syllabus B) in the HKCEE before 2007 are accepted administratively as comparable to "Level 3" in Chinese Language and English Language in the 2007 HKCEE and henceforth.

^[2] Relevant experience includes risk underwriting, medical underwriting, pre-authorisation or claims management. For avoidance of doubt, frontline services (e.g. insurance intermediary, agency management, bancassurance, sales and distribution or customer service) and general administration support services (e.g. brand management or transformation management) are not counted in this context.

3. In-depth and extensive knowledge about health insurance industry development and practice, such as product design and/or operations in underwriting and claims settlement;
4. Good analytical and inter-personal skills, and ability to work in a fast-paced environment;
5. Being an advanced user of Microsoft Excel; and
6. Prior experience in project management within the financial sector.

Duties:

1. To assist in the approving of applications for company registration as VHIS Providers and certification / re-certification of insurance plans as VHIS Certified Plans by vetting their compliance with the scheme requirements in product features and offering, migration and product certification procedures, etc.;
2. To conduct supervision and enforcement of scheme rules by dissemination of relevant updated compliance guidelines and reporting procedures to VHIS Providers, execution of compliance check on VHIS certified products and required practices, and investigation into suspected non-compliant cases;
3. To monitor scheme performance through collection of industry feedback and other market intelligence;
4. To conduct industry workshops and liaise with stakeholders to reinforce the industry's understanding on VHIS;
5. To provide technical advice and support in the research and analysis for the long term development of VHIS and related initiatives; and
6. To perform other duties as assigned by supervisors.

Background

VHIS is a policy initiative implemented by the Health Bureau (HHB) in respect of individual indemnity hospital insurance products. The scheme is based on voluntary participation by insurers and consumers. Under the scheme, the participating insurers will offer individual hospital insurance plans that are certified by HHB to be compliant with the scheme requirements. It is voluntary for consumers to purchase the plans.

VHIS Office is an office set up under the HHB to implement the VHIS. Its duties include registration of the participating insurers, vetting of individual indemnity hospital insurance plans for certification of compliance status, enforcement of scheme regulations, undertaking of publicity and consumer education programs, monitoring of scheme performance, information dissemination and compilation of statistics, as well as handling of enquiries and complaints, etc.

Terms of Appointment:

The successful candidate will be appointed on non-civil service contract terms. The contract period will commence on the first date of reporting duty and last up to 31 March 2026. Contract renewal will be subject to the satisfactory performance, operational needs and availability of resources.

Fringe Benefits:

1. Rest days, statutory holidays, annual leave, maternity leave, paternity leave, sickness allowance, where appropriate, will be granted on terms not less favourable than the provisions of the Employment Ordinance.
2. An end-of-contract gratuity may be granted upon satisfactory completion of the contract. Such gratuity, if granted, plus any contribution made by the Government to a Mandatory Provident Fund (MPF) scheme in respect of the appointee as required by the MPF Schemes Ordinance, will be equal to **15%** of the total basic salary drawn during the contract period.

General Notes:

1. Candidates must be permanent residents of the Hong Kong Special Administrative Region at the time of appointment unless specified otherwise.
2. As an Equal Opportunities Employer, the Government is committed to eliminating discrimination in employment. The vacancy advertised is open to all applicants meeting the basic entry requirement irrespective of their disability, sex, marital status, pregnancy, age, family status, sexual orientation and race.
3. Non-civil service vacancies are not posts on the civil service establishment. Candidates appointed are not on civil service terms of appointment and conditions of service. Candidates appointed are not civil servants and will not be eligible for posting, promotion or transfer to any posts in the Civil Service.

4. The entry pay, terms of appointment and conditions of service to be offered are subject to the provisions prevailing at the time the offer of appointment is made.
5. Where a large number of candidates meet the specified entry requirements, the recruiting department may devise shortlisting criteria to select the better qualified candidates for further processing. In these circumstances, only shortlisted candidates will be invited to attend recruitment examination and/or selection interview.
6. It is Government policy to place people with a disability in appropriate jobs wherever possible. If a disabled candidate meets the entry requirements, he/she will be invited to recruitment examination and/or selection interview without being subject to further shortlisting. Applicants who have declared disabilities found suitable for appointment may be given an appropriate degree of preference over other applicants whose suitability for appointment is considered comparable to that of the former. The Government policy and other related measures on employment of persons with disabilities are set out in the booklet "*Employ People Based on Their Abilities – Application for Government Jobs by Persons with Disabilities*" which is available for reference on the Civil Service Bureau's website at <https://www.csb.gov.hk> under "Administration of the Civil Service – Appointments".
7. The personal data provided by job applicants will be used by the Health Bureau for recruitment and employment-related purposes. It may be provided to government departments and other organisations or agencies authorised to process the information for purposes relating to recruitment by and employment with the Government e.g. qualifications assessment, medical examination, employer reference and integrity checking, etc. as may be necessary. For correction of or access to personal data, please write to the Data Protection Officer of Health Bureau by fax at 2541 3352, by email to (enquiry@healthbureau.gov.hk), or by post to 18/F, East Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong. Please visit Health Bureau's website (<https://www.healthbureau.gov.hk>) for its personal data privacy protection policy.
8. Holders of academic qualifications other than those obtained from Hong Kong institutions/Hong Kong Examinations and Assessment Authority may also apply but their qualifications will be subject to assessments on equivalence with the required entry qualifications. They should submit copies of their official transcripts and certificates by post to the address below.

How to Apply:

1. Application Form [G.F. 340 (Rev. 7/2023)] is obtainable from any Home Affairs Enquiry Centres of District Offices, Home Affairs Department or any Job Centres of the Employment Services Division, Labour Department. It can also be downloaded from the Civil Service Bureau's website (<https://www.csb.gov.hk>).
2. Completed application form, together with copies of public examination results, academic/qualification certificates, employment proof or other supporting documents should reach the address stated below on or before the closing date and time, with the envelope clearly marked with “**Application for the Position of Senior Manager (Voluntary Health Insurance Scheme)**” (The postmark will be referred to for the submission date of the application by mail).
3. If candidates fail to provide the supporting documents as requested, their applications will not be considered. Applications not made in the prescribed form or which are incomplete or late will not be considered.
4. To avoid delayed or unsuccessful delivery of applications by post, please ensure that the correct address is clearly printed or written on the envelope and sufficient postage has been affixed before posting. Mail items bearing insufficient postage will be returned to the senders or disposed of by the Hongkong Post. Applications returned to the sender due to insufficient postage must be resubmitted and reach the address stated below on or before the closing date and time.
5. Candidates who are selected for recruitment examination and/or selection interview will normally receive an invitation email in about four to six weeks from the closing date for application. All applications will be treated in strict confidence. Those who are not invited for recruitment examination and/or selection interview may assume that their applications are unsuccessful.

Contact Address:

VHIS Office, Unit 2902, Millennium City 6, 392 Kwun Tong Road, Kowloon

Enquiry Telephone:

2205 2368

Closing Date and Time:

24 March 2025 at 18:00