

Government Vacancies Enquiry System

Job Number:	50174
Department:	Health Bureau
Division/Section/Unit:	Voluntary Health Insurance Scheme Office
Job Title:	Senior Manager (Voluntary Health Insurance Scheme)
Salary:	HK\$82,330 per month
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 (Note 1) ; and 3. at least an aggregate of ten years' full-time and post-qualification managerial experience in one of the following fields: (i) insurance operations (Note 2) ; or (ii) complaints and enquiries (Note 3) . Preferred qualifications and attributes 1. good command of English and Chinese with fluency in Putonghua an advantage; 2. strong leadership with good analytical and inter-personal skills, and ability to work in a fast-paced environment; 3. ability to think strategically balanced with practical day-to-day execution; and 4. have not less than four years hands-on experience in supervising staff and handling insurance-related complaints and enquiries.
Note:	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 underwriting or claims management. For avoidance of doubt, frontline services (e.g. insurance intermediary, agency management, bancassurance, sales and distribution) and general administration support services (e.g. transformation management) are not counted in this context. 3. For avoidance of doubt, frontline customer relation service to man enquiry hotline/mail box is not counted in this context.
Duties:	1. oversee the complaint handling function and processes, such as monitoring the daily communications with insurers and complainants in carrying out case investigation, reviewing their investigation reports and reviewing replies to complainants and insurers; 2. supervise the enquiry service by reviewing the enquiry log records, enquiry team members' draft replies and conducting briefing and review sessions to upkeep the quality of replies; 3. liaise and coordinate with regulators and insurers on complaints referral; 4. maintain the Complaint Central Register with the Insurance Authority and compile statistics/reports on enquiries and complaints; and 5. perform any other duties 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 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 of one year. Contract renewal will be subject to the satisfactory performance, operational needs and availability of resources.
Fringe Benefits	1. Candidate appointed is eligible for 14 days paid annual leave. Other benefits such as rest days, statutory holidays, maternity/paternity leave and sickness allowance, where appropriate, will be granted in line with 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, gender, 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 the 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.
How to apply:	1. Applicants must apply on-line through the G.F.340 Online Application System of the Civil Service Bureau (https://www.csb.gov.hk/english/recruit/application/330.html). 2. Employment proof and reference letters should be sent to the following email address (ksyng@healthbureau.gov.hk). 3. Applications which are incomplete, or submitted in person, by post, by fax or by email will not be considered. 4. Applicants are encouraged to provide their email addresses on the application forms. Candidates shortlisted for the recruitment examination and/or selection interview will normally receive an invitation email within four to six weeks after the application deadline. Those who do not

	receive an invitation may assume that their applications are unsuccessful. 5. All applications will be handled with strict confidentiality.
Contact Address:	VHIS Office, Unit 2902, Millennium City 6, 392 Kwun Tong Road, Kowloon, Hong Kong
Enquiry Telephone:	2205 2368
Closing Date(dd/mm/yyyy):	02/08/2026 18:00:00
Application via Internet:	Online GF340
Advertising Date on Internet:	20/07/2026