

MANDATORY PROVIDENT FUND SCHEMES AUTHORITY (MPFA)



The MPFA was set up in September 1998 under the Mandatory Provident Fund Schemes Ordinance (Cap. 485). Our mission is to regulate and supervise privately managed provident fund schemes; to educate the working population about saving for retirement and the role of the MPF System as one of the pillars supporting retirement living; and to lead improvements to

provident fund schemes to make them more efficient and user-friendly, and better meet the needs of the working population.

At MPFA, we take pride in our people and aim to provide a unique environment where talents could reach their potential and fulfil their career aspirations. We focus on enhancing retirement protection of Hong Kong people and living our core values – Community Perspective, Commitment, Quality and Teamwork. If you share these concerns and are keen to practise and promote creativity, collaboration, communication and agility, looking to gain broad perspective from businesses, eager to sharpen your leadership and professionalism, and put stakeholders at heart, this is the place for you.

Senior Officer (Member Protection and Services) – Member Protection (Ref. 19/2024)

The Job

- To investigate into complaints and other cases in relation to non-compliance of the Mandatory Provident Fund Schemes Ordinance with respect to member protection;
- To conduct inspections to detect MPF non-compliance by employers / self-employed persons;
- To collect evidence to substantiate the cases; initiate prosecution and civil action where appropriate, and serve as prosecution witness;
- To prepare reports on findings and analyze case results for management's review;
- To answer enquiries on MPF issues from employers / employees / self-employed persons;
- To supervise staff to conduct investigation work and handle civil claims proceedings; and
- To perform other duties as assigned.

The Person

- A recognized degree, or equivalent;
- At least four years of relevant experience in pension, law enforcement, customer service, labour relations, public administration or accounting / auditing, preferably gained from the public sector or large organizations;
- Proficient in PC applications including Excel, Word and Chinese word processing;
- Good command of written and spoken English and Chinese;
- Proficient in Putonghua will be an advantage;
- Good interpersonal, communication, analytical, problem solving, organization and supervisory skills;
- Mature, flexible and a good team player; and
- Able to work independently and under pressure.

(Candidates with less experience may be considered for the position of Officer.)

Remuneration Package

A competitive remuneration and benefits package including a discretionary performance-linked variable pay, annual leave, medical, dental and life insurance coverage, and MPF will be offered. All new appointments will be made on a two-year fixed-term contract initially prior to consideration for appointment on a non-fixed-term basis.

To Apply

Interested candidates are invited to submit an [online application](#). Review of the applications will start as soon as possible and continued until the posts are filled. Applicants not contacted for follow-up within 3 months for application may assume that their applications unsuccessful. Applications not selected for further processing may be considered for relevant openings in the future but their applications will not be retained for more than a period of two years. For enquiries, please email at hrdmpfa@mpfa.org.hk.

The information provided will be kept confidential and only be used for those purposes relating to your application. Please visit our website for the details of the MPFA's Personal Information Collection Statement for Job Applicants at <https://www.mpfa.org.hk/en/mpfa/joining-mpfa/job-vacancies/personal-information-collection-statement>. The MPFA is an equal opportunities employer and welcome applications from all qualified candidates.