

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)

(Ref. 54/2026)

The Job

- To assist in preparing materials, compiling statistics, conducting data matching and liaising with internal departments to execute quality assurance programmes and initiatives;
- To coordinate with business users and ITD to address enquiries on system functionalities/behaviour, and identify and escalate potential issues to ITD, ensuring timely follow-up and clear communication;
- To assist in gathering business requirements and supporting the enhancement/development of IT systems, including participating in User Acceptance Testing (UAT) and End-to-End Integration Testing (EIT) through test planning, execution, defect tracking, and coordination with IT and business users to ensure systems meet quality assurance and operational needs;
- To assist the Manager and Assistant Manager to supervise Officers and Administrative Assistants in the daily operations; and
- To perform other duties as assigned by the Management.

The Person

- A recognized degree, or equivalent;
- At least four years of relevant experience in compliance, retirement/pension, customer service, law enforcement, investment, banking, public administration and accounting/auditing or related fields, preferably gained in sizable or public organizations;
- Good interpersonal, communication and coordination skills;
- Good analytical and problem solving skills;
- Mature, independent, proactive and a good team player; and
- Strong sense of mission and able to work under pressure.

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](#). The closing date of application is **16 July 2026**. 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.