



香港大學

THE UNIVERSITY OF HONG KONG

Assistant Director (HR Shared Services) (at the rank of Assistant Registrar) in the Human Resources Office (HRO) (Ref.: 537442)

We are seeking an experienced Human Resources professional to oversee our new Shared Service Centre. This role offers a unique opportunity to lead and enhance the delivery of HR support services across the University, ensuring efficiency, compliance, and continuous improvement.

The Role

The appointee will:

- Oversee the operation of the HR Shared Services team, including personnel administration, office management and HR systems
- Lead the implementation and streamlining of HR procedures such as visa applications, MPF/SPF enrollments, and leave administration
- Supervise daily operational activities, including facilities management, procurement, and HR counter services
- Ensure the effective functioning of HR systems and data analytics, supporting strategic decision-making
- Liaise with HKU IT teams to optimize HR service delivery and explore innovations in process automation, and coordinate with Central Procurement team when external vendors are engaged
- Develop and maintain performance metrics to monitor service quality and identify areas for improvement
- Keep abreast of best practices and trends in HR operations and shared service delivery

Qualifications and Qualities

- A bachelor's degree or higher in Human Resources, Business Administration, or a related field
- At least 10 years of professional HR experience, with a significant portion in HR operations or shared services, preferably within a university or public organization
- Proven leadership skills and experience managing different small teams to deliver high-quality services
- Strong organizational and multitasking abilities, with a customer-service mindset
- Proficiency in HR information systems and office management tools
- Excellent communication skills in both English and Chinese, with the ability to engage effectively with diverse stakeholders
- Experience in managing process or systems changes within a human resources office or across an organization on HR matters
- Strategic mindset, with the ability to drive results through collaboration and process improvement
- Well-developed interpersonal skills and the ability to influence at all levels within the organization

What We Offer

The appointment will be made on fixed-term full-time contract for 2 or 3 years, to commence as soon as possible with the possibility of renewal subject to satisfactory performance. A highly competitive salary commensurate with qualifications and experience will be offered, together with contract-end gratuity and University contribution to a retirement benefits scheme at 15% of basic salary. Housing benefits will be provided as applicable. Other benefits include annual leave and medical benefits.

How to Apply

The University only accepts online application for the above post. Applicants should apply online at the University's careers site (<https://jobs.hku.hk>) and upload an up-to-date C.V. Review of applications will start as soon as possible and continue until **October 20, 2026**, or until the post is filled, whichever is earlier. Shortlisted candidates will be invited to attend a written test.

*The University is an equal opportunities employer and
is committed to equality, ethics, inclusivity, diversity and transparency*