

Recruitment of Contract Post

Risk & Compliance Officer (Wan Chai) **(Ref.: RCO/HO)**

Reporting to the Senior Manager, the Risk and Compliance Officer will:

Key Responsibilities:

- Maintain and update the organization's central risk register, and analyze potential operational, financial, and reputational impacts.
- Support Senior Manager in the formulation of relevant policies, guidelines and procedures on compliance matters with a view for ensuring proper governance.
- Assist in evaluating existing policies, procedures, and internal controls to identify vulnerabilities or compliance breaches, and recommend actionable corrective measures to ensure proper governance.
- Assist in conducting due diligence work and track follow-up resolutions for identified compliance deficiencies or internal audit recommendations.
- Support the Senior Manager in investigating public complaints by gathering facts, reviewing documents, coordinating with internal departments, and arranging interviews.
- Draft clear, objective, and accurate complaint reports, investigation notes, correspondence, and management summaries.
- Handle inquiries and complaints from members of the public tactfully and professionally.
- Prepare accurate compliance monitoring assessments and progress reports for senior management.
- Check and prepare the documents submission related to service performance on SPMIS of Social Welfare Department.
- Carry out other duties as directed by management.

Requirements:

- Bachelor's Degree in Risk Management, Business Administration, Finance, Public Administration, Social Work, or a related discipline.
- Minimum 3 years of relevant experience, preferably in risk management, compliance matters, or internal controls with exposure to NGOs, Government, or public and social service sectors.
- Familiarity in Service Quality Standards (SQS) of the Social Welfare Department.
- Strong understanding of risk frameworks, internal control systems, and relevant regulatory landscapes.
- Possession of relevant legal knowledge is an advantage.
- Good computer literacy in using Excel, Word and PowerPoint.
- Strong analytical, organizational and report writing skills, with the ability to collaborate effectively across diverse internal departments and stakeholders.
- Good communication skills and language proficiency (both English and Chinese).

Appointment will be made on contract term with staff benefits including training subsidies and medical benefits. Qualified candidates are invited to submit application letter and full resume with present and expected salary and earliest availability to recruit@sidebyside.org.hk.



(All information provided will be kept as confidential & only be used for recruitment related purposes)