



申訴專員公署
OFFICE OF THE OMBUDSMAN

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調查主任職系 INVESTIGATION OFFICER GRADE

▶ 入職要求 Entry requirements

香港認可大學頒授的學士學位或同等學歷；良好中英語文能力(包括普通話)；良好團隊合作精神及有效時間管理，並能獨立完成工作；良好人際技巧、分析能力及溝通技巧

Bachelor's degree from a recognised university in Hong Kong, or equivalent; strong command of written and spoken Chinese (including Putonghua) and English; good team player with excellent time management skills, able to work independently; profound interpersonal, analytical and communication skills

▶ 合約制 Contract-based employment

包括薪酬及約滿酬金；福利包括有薪假期、醫療及牙科保險、人壽及傷殘保險等

Remuneration and gratuity; benefits include paid annual leave, medical and dental insurance, life and disability insurance, etc.

▶ 職責 Responsibilities

調查涉嫌行政失當的申訴個案；擬備信件、回覆和報告；擔任當值主任接見申訴人；在接待處當值及接聽熱線；協助公署的公眾教育和宣傳項目 / 活動

Investigate complaints of alleged maladministration; draft correspondence, replies and reports; act as Duty Officer to receive complainants; man the reception counter and hotline; assist in the Office's public education and publicity programmes / activities

▶ 晉升機會 Career prospects

公署優先考慮內部晉升；如表現良好，可獲晉升為調查主任、高級調查主任及總調查主任
Priority will be given to internal promotions; staff with strong performance may be promoted to Investigation Officer, Senior Investigation Officer and Chief Investigation Officer

行政及支援職系 ADMINISTRATIVE AND SUPPORT GRADE

▶ 行政及財務組、外務組、人力資源組、資訊科技組、編譯組的主任職級及支援職級人員

Staff of officer and assistant ranks in Administration & Finance, External Relations, Human Resources, Information Technology, and Translation Sections

▶ 合約制 Contract-based employment

包括薪酬及約滿酬金；福利包括有薪假期、醫療及牙科保險、人壽及傷殘保險等

Remuneration and gratuity; benefits include paid annual leave, medical and dental insurance, life and disability insurance, etc.



有關職位空缺，請留意公署網頁及招聘網站
Please refer to the Office's website and recruitment websites for vacancies



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暑期實習計劃

SUMMER INTERNSHIP PROGRAMME



▶ 計劃目的 Objective

透過參與公署的日常工作，深入了解公署在監察公共行政及處理市民申訴方面的職能
Gain insights into the Office's functions in monitoring public administration and handling public complaints through participation in its daily work

▶ 職責 Responsibilities

參與政策研究、行政支援及推廣工作
Assist in policy research, administrative support and promotional activities

▶ 入職要求 Entry requirements

香港特別行政區永久性居民；全日制大學學士學位或更高學歷的學生
Permanent resident of the Hong Kong Special Administrative Region;
full-time university student at the bachelor's level or above

有關計劃詳情，請留意公署網頁
Please refer to the Office's website for details

