

Senior Operations Manager

Mind HK is a fast-paced, quick-growing mental health charity with a vision to ensure that no one faces a mental health problem alone. Since our inception in 2017, we have trained over 35,000 individuals in mental health awareness, gained over 3,000,000+ new website users since summer 2018, and regularly engage with hundreds of thousands of individuals from the local community through our campaigns.

We are looking for a proactive, people-focused, and detail-oriented Senior Operations Manager to lead our Human Resources and office administration functions, and support our finance function. You will report to the Chief Operations Officer and lead the HR and Admin team, work closely with Senior Finance Manager, and team heads across the organisation to support Mind HK's continued growth and impact.

Core Responsibilities:

- **HR Leadership & Employee Lifecycle:** Lead the HR & Admin team and manage the full employee lifecycle, including recruitment, onboarding, performance management, employee relations, and offboarding.
- **Engagement, L&D, & Advisory:** Design and execute learning and development programs, employee engagement initiatives, and wellbeing activities, while providing HR advice to managers and team heads.
- **Policy, Compliance, & Operations:** Develop and implement HR policies, and manage payroll, MPF, local taxation, leave administration, and employee insurance to ensure strict legal compliance.
- **System & Report:** Implement new HR systems/functionalities to support organizational growth and improve operational efficiency, while overseeing record maintenance and robust analytical reporting.
- **Office Administration & Facilities:** Manage day-to-day office administration, facilities, workplace safety, procurement, and vendor relations.
- **Financial Alignment & Resource Planning:** Partner with the Senior Finance Manager and the COO to drive HR cost estimation, personnel budgeting, and resource planning, while developing a comprehensive understanding of Mind HK's financial operations.
- **Strategic Growth & Collaboration:** Collaborate with the COO and team heads to support operational growth and impact, executing ad hoc strategic projects and organizational initiatives as assigned.

Key Qualities and Skills:

- Bachelor's degree in Human Resources, Finance, Business Administration or a related discipline.
- A proactive, resourceful and solutions-oriented mindset.
- At least 5 years of relevant HR or administration experience. Previous experience in an NGO or social impact organisation would be an advantage.
- Knowledge and experience in finance is preferred.
- Experience with HRMS (e.g. InfoTech, BambooHR, Workday) is a plus.
- Solid knowledge of the Hong Kong Employment Ordinance and HR best practices.

- Excellent interpersonal and communication skills with the ability to build trusted relationships across all levels.
- Excellent written and verbal communication skills in English and Chinese.
- Immediate availability or a short notice period is preferred.

Terms:

Full Time (5 days per week); two-year contract, renewal subject to review at contract end.

Salary and Benefits:

The starting salary for this position is between HK \$39,015 to HK \$48,192 per month, depending on experience and competencies, based on our internal point system. Annual salary increments follow our structured salary framework.

At Mind HK, we offer:

- A 7-hour workday with flexible hours within designated time slots. Full-time staff work 5 days per week, while part-time staff follow their agreed-upon schedule.
- A hybrid working model, providing flexibility to work from different locations within Hong Kong and, for limited periods, outside Hong Kong.
- 22 days of annual leave (prorated for part-time staff), quarterly Mental Health Days, and medical insurance.
- A commitment to staff development, offering up to 2 days of study leave, access to ongoing training, workshops, and cross-organisational learning opportunities.
- Additional support through regular check-ins with counsellors and ongoing staff well-being activities.

Application:

To apply for this position, please email hr@mind.org.hk with a brief statement of interest and motivation, CV, dates of availability, salary expectation, and level of proficiency with written and spoken Chinese (Both Cantonese and Mandarin) and English.

Our Commitment to Inclusion:

Mind HK is an equal-opportunity employer, and strives to create a diverse and inclusive workplace that values and respects the unique contributions of each team member, and we welcome candidates from all backgrounds and walks of life to apply for our open positions.

Should you require any support or accommodations during the interview process, please do not hesitate to specify your needs in your application or reach out to us directly. We are committed to ensuring a fair and accessible recruitment process for all candidates.

All applications will be handled with strict confidentiality and used exclusively for recruitment purposes.