

The Insurance Authority (IA) is the independent statutory body whose principal function is to regulate and supervise the Hong Kong insurance industry to promote its stable development and to protect existing and potential policy holders.

We are looking for talents who share the same vision to join us!

IA now invites applications for the following position:

### **Associate Director (Conduct Supervision)**

The Associate Director (Conduct Supervision) is a key leadership role in the IA's Conduct Supervision Division. Reporting to (and occasionally deputizing for) the Head of Conduct Supervision, the incumbent will be responsible for coordinating and implementing the execution of the IA's conduct strategy and day-to-day work through its licensing, supervision, complaints and anti-money laundering ("AML") teams, assuming the following duties:

#### **Key Responsibilities**

- Steer and lead the licensing, supervision, complaints and AML teams in the execution of their functions and in fulfilment of the IA's overall conduct mission to protect policy holder interests and underpin the insurance market with trust and confidence;
- Work with the Head of Conduct Supervision (and other senior management in the IA) to formulate policies and strategies for conduct regulation and supervision of the insurance market in accordance with the IA's mission and corporate plans;
- Develop team members' supervisory skill-set, particularly in understanding and keeping up to date with the insurance market landscape for distribution (tied agency, broker, corporate agency, bancassurance, direct and digital), assessing adequacy of controls and governance across all types of distribution models, assessing conduct risk, conducting inspections and calibrating proportionate supervisory actions to uphold and improve conduct standards;
- Serve as a key liaison with insurance industry and consumer bodies on insurance conduct matters;
- Work with other divisions in the IA to develop policy holder education initiatives, enforcement strategies and training sessions;
- Serve on the Complaints Review Committee, reviewing and providing direction on complaints and deciding whether or not a complaint should be referred for investigation;
- Continually reinforce and underpin the high performance and continual learning culture in the Conduct Supervision Division, imbuing every member of staff with a sense of purpose in what they do and pushing them to be the best version of themselves in their work.

#### **Requirements**

- A bachelor's degree or professional qualification in insurance, economics, finance accounting, or related disciplines;
- Minimum 15 years' solid experience in financial services, with preferred experience in any of the following: financial services regulation, insurance, complaints handling, compliance (including AML compliance) or risk management;
- Demonstrated leadership of teams of personnel with diverse skill-sets and different levels of experience;
- A track record of developing people, through guidance, mentorship and empowerment;
- A track record of continual learning;
- A problem-solving mindset; a decision maker with good judgement; strong interpersonal and communication skills;
- A demonstrated character of sticking to core ethical values and possessing a strong moral compass;
- Ability to read and write in Chinese preferred.

## Appointment Terms

A competitive remuneration package commensurate with the successful candidate's experience and qualifications on a 3-year contract will be offered.

## Application

Review of the applications will start as soon as possible and continue until 9 July 2024, or until the post is filled. Interested applicants may send a letter of application quoting the reference number in the heading, together with a full resume stating current and expected salaries by clicking "[Apply Now](#)".

*The Insurance Authority is an equal opportunities employer. Applicants not invited for an interview within 2 months from the closing date may assume their applications unsuccessful. Applications may be considered for other suitable positions within IA. All applications will be handled in strict confidence and the information collected will only be used for recruitment purposes. All information on non-shortlisted applicants will be destroyed after 6 months from the close of applications.*

