

專業團隊 盡心盡責

Building a Loyal, Dedicated and Professional Staff Force



行政工作
Administration Work

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行政工作

Administration Work

最佳典範參考夥伴 — 平等機會委員會(平機會)

平機會與公署同為負責保障人權的獨立法定機構。公署以平機會為借鑑夥伴，經常向平機會查詢有關行政、人力資源管理及法律事宜，平機會都不厭其煩地回答，公署非常感謝。

Best Benchmarking Partner – Equal Opportunities Commission (EOC)

Both PCPD and EOC are statutory bodies responsible for protection of human rights. PCPD looks up to EOC as a benchmarking partner. PCPD is most grateful for EOC's unfailing responses to its incessant enquiries on administrative, human resource management and legal matters.



左: 平等機會委員會主席林煥光先生
Left: Mr. Lam Woon Kwong, Chairperson of the EOC

行政工作

ADMINISTRATION WORK

檢討僱傭條款及員工福利

為建立忠誠盡責的專業團隊，公署於年內檢討了僱傭條款及員工福利，以確保有關條款及福利具競爭力。公署在合約年期及可享假期方面作出改善。公署重組了個人資料主任這個核心職級的架構，為較低職級人員提供更多晉升機會。

職員晉升及培訓

公署透過晉升及培訓，致力為員工提供事業發展機會。

公署著重內部晉升。在年報期內，公署設立了五個晉升評審委員會，評估職員晉升至更高職位的適合性。年內共有12名員工獲得晉升。

為確保公署不同職級的人員擁有應付新挑戰及轉變所需的專業技能，公署在2011-2012年度繼續提供不同類型的內部培訓課程，讓職員掌握最新的資訊科技、職業安全意識、溝通技巧、調解技巧、管理能力及法律知識。培訓課程包括：

- 資訊科技與私隱講座
- 法律分享會
- 強積金講座
- 調解技巧與投訴管理
- 記錄管理(檔案及錄事寫作)工作坊
- 初級急救課程
- 九型人格
- 領導能力提升課程

公署繼續資助員工報讀職業及技術課程。年內，公署亦設立十五萬元的特別培訓基金，照顧員工自發報讀課程的需要。

REVIEW OF EMPLOYMENT TERMS AND STAFF WELFARE

With a view to building a loyal and dedicated professional team, a review of the PCPD's employment terms and staff welfare was undertaken during the year to ensure that they are competitive. Improvements were made in the length of contracts and leave entitlement. The core grade of Personal Data Officer was restructured to provide more promotion opportunities to junior officers.

STAFF PROMOTION AND TRAINING

The PCPD strives to offer career development to staff through promotion and identifying training needs for all serving staff.

The PCPD emphasises internal promotion. During the reporting year, five promotion boards were held to assess individual staff members' suitability for senior positions. As a result, 12 staff members were promoted during the year.

To ensure that PCPD staff at different levels are equipped with the necessary skills to meet new challenges and changing needs, the PCPD continued to provide a wide range of in-house training programmes in 2011-2012 for staff in the areas of information technology, occupational safety, interpersonal skills, mediation, management and legal knowledge. The training courses included the following: –

- IT and privacy seminars
- Legal sharing sessions
- MPF seminar
- Mediation skills and complaints management
- Records management (filing and minute writing) workshop
- Elementary first aid course
- Enneagram
- Leadership enhancement programme

The PCPD continued to subsidize staff to attend vocational and technical training. During the year, the PCPD also introduced a Special Training Fund with a financial commitment of \$150,000 to cater for self-initiated training commitments.

行政工作 ADMINISTRATION WORK

讚許

公署對於表現出色及具專業態度的員工不時接獲公眾嘉許感到驕傲。以下為年內接獲的嘉許信例子：

COMMENDATIONS

The PCPD was proud of the compliments its staff received from the public from time to time in recognition of their exemplary and professional service. Examples of commendations received during the year are as follows:–

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「多謝您接納我的投訴及作出有效的跟進，令我知道保護私隱的重要性，希望公署日後能繼續維持良好的程序、繼續用心去幫助投訴人，多謝您給予的協助及 貴署的重視！」

Thank you for accepting my complaint and taking effective follow-up action, from which I can understand the importance of privacy protection. I hope that we could continue to maintain the good practices and help complainants with your heart. Thank you very much for your assistance and the attention of your Office.

”

“

「本人及家人衷心感謝你這一位出色的調查主任……希望你繼續為一些受傷害及無助的人討回公道，本人以『無言感激』來多謝你。」

My family and I would like to express our heartfelt thanks to you, a brilliant investigation officer… hope that you can continue to seek justice for other aggrieved and helpless people. I thank you for your brilliant performance with “silent gratitude”.

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內部循規查察

為提高企業管治，公署作出連串改善措施，其中包括於2011年設立內部循規查察機制，以：

INTERNAL COMPLIANCE CHECK

As part of a package of improvement measures to enhance corporate governance, an Internal Compliance Check (“**ICC**”) System was introduced in 2011:–

- | | |
|-------------------------------------|--|
| (a) 確定會計、財務、採購及行政方面的既定管控程序是否獲得適當遵從； | (a) to confirm whether established control procedures for the accounting, finance, procurement and administrative functions are properly followed; |
| (b) 識別不正常及沒有遵從規定的情況； | (b) to identify irregularities and cases of non-compliance; and |
| (c) 就改善內部的管控作出建議。 | (c) to make recommendations on the improvement of internal controls. |

來自不同部門的四名人員獲委任為查核人員，對2010-11年度的記錄進行循規查察，然後直接向私隱專員匯報結果。查察發現一些輕微的不正常情況，公署已作出或將作出適當的改善或跟進行動，以提高公署的內部管理及企業管治。

Four checking officers from different divisions were appointed to conduct the compliance checks in respect of the 2010-11 records and report their findings directly to the Privacy Commissioner. Some minor irregularities were spotted and due remedial or follow up action had been or would be taken to enhance the PCPD's internal management and corporate governance.