

KEEP it touch

A high-angle photograph of a rowing team in a yellow boat on a body of blue water. The team consists of several rowers in white tank tops and dark shorts, all rowing in unison. The boat is long and narrow, with a yellow hull. The water is dark blue with white splashes from the oars. The background shows a clear sky and the horizon line.

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Director of General Grades*

The GGO tea gathering

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News from the GGO

An amazing journey with a jammed

Interview with Mr Chan Ping-fai, Peter, BBS, JP Director of General Grades

On 1 September 1975 a young man crammed into a bus full of students – rushing to their first day of school – as he made his way to his first job as a civil servant at the Census and Statistics Department. The young man never envisaged that by the time of his retirement, he would have made it all the way to being the Director of General Grades (DGG).

On a sunny afternoon, shortly before retirement, Mr Peter Chan, DGG shared his amazing journey in the civil service that all began with that jammed bus ride.

FIRST CIVIL SERVICE FORAYS

Prior to Mr Chan's career as an Executive Officer (EO), he started his civil service as a fieldworker conducting census and statistics surveys. This saw him knocking on the doors of many large corporations and brought him the opportunity of meeting many of their senior executives to garner business statistics for Hong Kong. After nine months, he took up his second civil service post with the Housing Department and was responsible for rendering assistance to residents in three ageing public housing estates affected by the first-generation of public housing redevelopment programmes in Chai Wan, Shek Kip Mei and Tai Wo Hau. This gave him his first taste of the bittersweet experience of being a frontline government officer in the mid 70s— incredibly challenging, but also extremely rewarding. Being aware of the need for knowledge enrichment to help facilitate his future career development, Mr Chan furthered his studies on a part-time basis at the University of London. As evidenced by where he is today, it is obvious that opportunities really do abound for those who are well prepared.

that began
bus ride



Aberdeen Harbour

EXPANDING EO CAREER

Mr Chan became a member of the EO Grade on 6 June 1977 and was posted on liaison duties in the City District Office (CDO) (Southern). He described the district at that time as an area 'full of trees and squatters' and one in which his work could take him almost anywhere in the south of Hong Kong Island. He was soon promoted to Assistant City District Officer—a position that came with a free home telephone which he was initially delighted with. Soon after, however, he realised that phone had a propensity to ring around the clock concerning emergencies ranging from fires to natural disasters that all required the immediate co-ordination work of the respective CDO.

He recalled Typhoon Hope in 1979—one of the strongest typhoons in the history of Hong Kong. On that occasion, undeterred by the rain and gales, he rushed to the scene in response to a call from the Police to co-ordinate the evacuation of boat dwellers in the Aberdeen Typhoon Shelter. Shortly after that there was serious flooding in Pokfulam Village which saw him swing into action again, working hand-in-hand with

other departments and agencies attending to the needs of the villagers. Mr Chan felt privileged that he had the opportunity to not only perform his government co-ordination role, but was also able to lead all aspects of the assignment from the immediate disaster response, to follow-up resettlement of affected residents and related relief arrangements. He noted that, institutional roles aside, civil servants also always need to work with passion and diligence.



Mr Chan shared some particularly memorable career experiences...

LITTLE THINGS MAKE A BIG DIFFERENCE

Mr Chan believes that every civil servant can make a meaningful difference through their daily work if they put their heart into it and go the extra mile—turning the ‘ordinary’ into the ‘extraordinary’.

As an EOI in the Planning Section of the former New Territories Services Department, Mr Chan was asked to comment on the design drawings of a public multi-storey market in Tsuen Wan. Everything looked alright except that he discovered the rubbish duct was missing. He pointed out the omission but was told that it was impossible to provide a duct due to layout constraints. With a strong belief that operationally there needed to be one—using his common sense and working experience he amended the plans and inserted a rubbish duct in the technical drawings. His attention to detail paid off as the architect accepted the revised design which has since been adopted in later designs. Mr Chan still has a great sense of satisfaction about this ‘achievement’ whenever he walks past the market and pointed out that, in a similar way, every civil servant is also a professional generalist.



THE JOURNEY FLOURISHES

Mr Chan has worked in various positions since joining the Grade and was promoted to Principal Executive Officer in 2002 and later in 2007, as Senior Principal Executive Officer (SPEO). After having served 35 years in the EO Grade, he finally took up his current post as the DGG on 28 April 2012. Reflecting on the numerous work challenges throughout his career, Mr Chan was mindful that all of them had helped shape who he is now. He also treasures the encounters he has had with people from all walks of life at different stages of his career.

早期在政府統計處、房屋署，以至投身行政主任職系後於南區民政處、地政總署等部門工作，讓我有機會置身前線、接觸市民，以及與不同職系同事並肩作戰，汲取寶貴經驗。我曾協助世代以船為家的南區艇戶，於颱風吹襲期間遷往陸上臨時收容中心，學會臨危不亂、理順民情、妥善回應市民訴求的要訣；而任職地政總署時協調員工關係、聯繫工會代表等職責，則有助我確立待人接物的信心和廣結人脈，為日後的工作建立基礎。儘管每個崗位交替有時，箇中苦樂交織，然而收穫點滴始終會積微成著，豐富個人處事經驗，有助觸類旁通，日後工作自然得心應手。可見每個崗位的體驗皆有值得珍惜和學習之處。



Serving as a committee secretary is a common job for EOs and many may think this role simply serves to prepare papers for discussion and then records the decisions of the relevant committee. However, Mr Chan pointed out that even when working on these apparently ‘routine’ assignments, it was still critical for EOs to prepare for the worst and pay close attention to mission-critical logistics. He recalled one occasion, early in his career, while everyone was busily involved in the preparation for a visit by the then Secretary for Home Affairs, no one was aware that the meeting venue had not been reserved until he sought confirmation and had to make a last-minute booking.

Moreover, he found that some chairs were literally on their last legs. So, he personally sat on each chair to test its sturdiness. He said, “It would definitely be disastrous if anyone were to fall from a broken chair on the event day. My extra exercise on the chairs prevented that from happening!” Such seemingly minor steps are not so ‘minor’ when viewed in the entire context of the event. Mr Chan likened this process to stone-cutting, in that it is not simply ‘stone-cutting’ when you view it in the context of being an essential part of creating a magnificent future building.



2010. He explained, “As a District Officer (DO), my quiet temperament did not, on first inspection, appear to be a perfect match for the job. But, drawing from my past experience in project planning and district administration work, I was able to focus my efforts in pushing ahead with the provision of more district facilities to better serve the new community in the new town Tseung Kwan O. Thanks to the collaboration and support of colleagues in frontline service departments and leveraging the favourable operating environment at that time, various major district facilities were built up, including the town park, waterfront promenade, sports ground and second public library.” Another quick-win instigated by Mr Chan was along the Sai Kung promenade, where a second public pier was built to cater for berthing needs of pleasure vessels during the busy summer months. Acting swiftly and responsively in such situations—particularly when handling district crises—not only helps get projects accomplished but also helps EOs gain public recognition as part of a caring and responsive district administration.

QUICK MOVES TO WIN

Expediency is critical in many aspects of an EO’s work and quick thinking can help get new projects off the ground at the first opportunity possible. Mr Chan noted, “If you act prudently and quickly, you can help broker win-win situations where everyone benefits.”

Mr Chan inspired one such quick-win experience during his tenure as District Officer (Sai Kung) from 2004 to





Mr Chan at Lady MacLehose Holiday Village in 2009

GOING THE EXTRA MILE

From a broader strategic context, work at the district level often bears significant relevance to related territory-wide issues. Mr Chan highlighted a case in 2009 when the community had to fight against the pandemic disease of human swine flu. Following the confirmation of the first human swine flu case — involving a man who had stayed in a hotel in Wanchai after arriving in Hong Kong — the Lady MacLehose Holiday Village in Sai Kung was immediately designated as a quarantine camp. This was a large-scale quarantine exercise and departments involved in the operation had to work out various ‘what-to-do’ measures within the critical ‘golden 24 hours’.

In managing this crisis, the DO assumed a station commander role — coordinating a wide range of services for persons under quarantine. Recognising that maintaining external communication was a priority concern, he worked closely with the Leisure and Cultural Services Department and the then Office of the Telecommunications Authority to provide them with WiFi at the camp. This simple, yet significant step did much to help mitigate the situation and make those under quarantine feel at least a little less isolated and more at ease. Thanks to the dedication and tireless work of DO colleagues and the concerted efforts of departments providing frontline services, the operation was conducted effectively. Mr Chan still recalls the happy faces of persons under quarantine when he and the Controller, Centre for Health Protection bid farewell to them when they finally left the camp.

HEADING FOR A NEW JOURNEY

After 41 amazing years, Mr Chan will shortly draw his journey in the civil service to a close, as he moves onto his next journey into retirement. As the head of the EO and Clerical and Secretarial (C&S) Grades, Mr Chan has taken great pride in the development of these grades in recent years. Looking ahead, he also sees many new opportunities for these grades. He said, “I will surely keep my eyes on the development of the EO and C&S Grades — as they continue to go further and get stronger as they skilfully ride the surf of the new and exciting challenges ahead.”

EXECUTIVE OFFICER GRADE

The younger generation

Mr Chan strongly emphasised the importance of addressing the needs of the younger members of the EO Grade. He said, “The Grade will continue to serve as a core management pillar in the civil service. EOsl and EOslI make up two-thirds of the Grade’s population — it is vital to build up a positive and caring culture for them. I have full confidence that senior members of the Grade will maintain frequent and regular interaction with the younger generation and continue to facilitate their development. The new recruits joining the Grade in recent years are exceptionally talented and have a strong capacity for multi-tasking. The younger generation surely has a lot to offer to the Grade and ultimately to the civil service as a whole.”



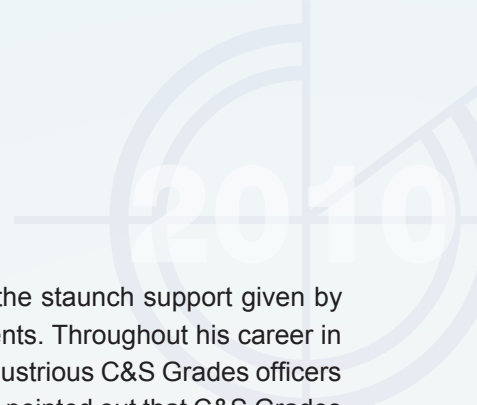
New frontiers

Mr Chan acknowledged the exceptional performance of grade members and their courage in taking up new challenges as the scope and diversity of EO work continues to broaden. He is delighted to see a growing grade breaking conventional barriers and embarking on an ever-widening portfolio of work. He noted, “In addition to our traditional areas of expertise in resource and system management, over the past 10 years we have further consolidated our role as event managers and scheme managers.”

More diversified SPEO tasks are also emerging including specialised tasks such as conducting systemic reviews, but Mr Chan warned against complacency. He cautioned, “Although in terms of fostering talent retention our Grade does offer a rewarding career, colleagues are still having to work harder to cope with increasingly tough challenges. A new trend has seen EOs taking up a greater number of posts in the Government’s economic and trade offices—especially those in the Mainland. Our colleagues working in these posts have earned praise for their versatility and resilience. I would say we have already opened up new frontiers there.”

Mr Chan also envisages district and community building projects in addition to public engagement activities being growth areas which the EO Grade will help facilitate in future. For the General Grades Office, he believes that it will continue to make training and development opportunities available for our grade members to equip themselves with the necessary competencies to take up new challenges.





CLERICAL AND SECRETARIAL GRADES

Also being the head of the C&S Grades, Mr Chan complimented the staunch support given by the C&S Grades to the work of different bureaux and departments. Throughout his career in the civil service, Mr Chan has met a plethora of helpful and industrious C&S Grades officers working as a team with EOs and other departmental grades. He pointed out that C&S Grades account for a significant portion — almost 20% — of the civil service and that the infusion of new recruits with good academic backgrounds in recent years had added new vibrancy to the Grades and further enhanced its versatility.

Mr Chan has had the pleasure of witnessing the progression of our clerical staff complement to a core grade to support the effective and efficient delivery of services in numerous areas of the civil service. Looking forward, he encouraged EO grade members, as their operation supervisors, to help further instil a positive and caring culture throughout the C&S Grades and providing them with an enabling environment for development. On their career development, Mr Chan added, “We are endeavouring to offer an even more promising career ladder for both Clerical Assistants and Assistant Clerical Officers within the Clerical Grades.”



MANPOWER

Mr Chan remarked that there has been a noticeable increase of manpower in the civil service over the past few years to help cope with the increased workload on all fronts arising from the launch of new initiatives and improved services. There has been a corresponding growth in the establishment of the EO and C&S Grades thereby relieving the work pressure of our fellow colleagues. He concluded by thanking all EO grade members of the bureaux and departments concerned, particularly Departmental Secretaries (DS), for their concerted efforts in substantially trimming down the number of non-civil service contract (NCSC) staff and agency workers—with over 7 000 NCSC positions already having been replaced by civil service posts since 2007.



Mr Chan and colleagues from the Manpower Division of the Civil Service Bureau at the DS Seminar



2016



我鍾愛澹泊寧靜的生活，熱愛登高郊遊，領會當中的閒情逸致。家庭於我而言，是個整體。要維繫家庭的和睦融洽，關鍵在於家庭成員間相互設想。因此，我與子女相處之道，是保持親切交流，以理解說，使之信服接納，隔閡代溝自然迎刃而解。在工作時，我亦抱着同樣心態與同事相處，特別是面對新加入的年輕一族，我會以同理心去了解對方的想法，大家共同創造雙贏的結果。

人生即將翻到新篇章，難免心情忐忑、百感交集：一方面憧憬退休後逍遙自在的生活，另一方面對退休後的生活規劃未有定案，但會以配合家庭為主；大抵在退休後能按需要靈活編排生活，是我當前最大的期盼吧！

結語

陳處長在訪問過程中，保持一貫豁達平和的氣度。多年公務生涯的種切，即使只是一鱗半爪，當中的人物情節在他娓娓道來之下，也讓人感覺如在目前。他把對歷年工作處世的感悟心得傾囊相授，言語間充分表露他對工作的投入、對同事的重視、對後輩的關懷和對家庭的珍惜，是個古道熱腸的人。

陳處長盡心竭力服務政府逾40年，於今年獲頒授銅紫荊星章。編委會在此感謝陳處長多年公務生涯的貢獻，並祝願他榮休生活稱心如意、幸福美滿。



Back (from left to right) : Fai, Sanny and Simon
Front (from left to right) : Clara, Peter Chan (DGG) and Antony



2016

Guest Interviewers
Clara Leung
Antony Leung

Editorial Board
Sanny Chan
Lam Fai
Simon Ho

The GGO *tea gathering*



The General Grades Office (GGO) has, for the last few years, been organising annual tea gatherings to express their gratitude to fellow grade members for their contribution to various initiatives that benefit the Grade as a whole. Participants include EO members playing an exemplary role in supporting grade management matters, members of the Advisory Panel on Training and Development for the General Grades, focus groups on Information Technology and Recruitment, speakers for various experience sharing sessions and training programmes, and contributors of what you are reading right now — the editorial board members of *Keep in Touch*.



This year's tea gathering was held on 8 April and provided an excellent opportunity for members to catch up in an informal environment and exchange ideas regarding a wide variety of EO duties. Moreover, the gathering allows for crossover between Departmental Secretaries and the Executive Committee members of the Government Executive Grade Association (GEGA) which further energised the exchange and enriched the sharing experience.

In welcoming the participants, the Director of General Grades (DGG) explained that while the Departmental Secretary's role has traditionally been viewed as performing 'routine housekeeping tasks' of the department, their actual functions run much deeper. The Departmental Secretary can be seen as a 'window', that is a conduit for showcasing the ability of EOs and how they work to the senior management and other grades. Instead of merely doing requested





tasks, EOs should proactively strive to become strategic partners of the departmental business. This can be achieved through active participation in the formulation of strategic and implementation plans, providing professional advice and assisting in the service delivery process. In these ways EOs would then be regarded as true business partners and receive greater recognition by the senior management and departmental grades.

The DGG also remarked that the GGO greatly appreciated and valued the collaboration with the GEGA. Through this, great strides have been made in further promoting a spirit of mutual respect and understanding between the Grade Management and EO grade members, and in achieving win-win situations through concerted efforts to improve service delivery to both internal customers and the general public.

At the April event, EOs had the honour of meeting Mr Clement Cheung, Secretary for the Civil Service (SCS) and Mr Thomas Chow, Permanent Secretary for the Civil Service (PSCS) who both joined the tea gathering for the first time. The strategic role of Departmental Secretary was echoed by the SCS at the very beginning of his address. He said, “I have worked closely with quite a number of EO colleagues and they have always offered excellent advice and assistance. Their dedication to improving the efficiency and effectiveness of the departmental operations has won them a great deal of praise and respect. I’m extremely happy to see some of them here today — and it’s brought up a lot of fond memories for me, from when I was working in those departments.”

The expansion of the EO Grade and the duties they carry out has been impressive over the last few years. In addition to looking after the more traditional duties in departmental and resources management, a raft of new duties are now also being taken on board. These include the administration of the Low Income Working Family Allowance Scheme and various student financial schemes, protocol duties and major event management which have brought about a rapid growth both in the breadth and depth of current EO duties. The SCS remarked, “I know that the EO Grade is already more than 3 000 strong — vivid proof that the Government trusts the Grade in delivering quality service to the public.” While noting that the overall number has grown, it is even more encouraging to note that many of the new posts are at senior rank level — performing leading roles in respective work areas.





SCS and PSCS with Departmental Secretaries

The SCS and the PSCS mingled with various groups of staff and had some very frank and fruitful discussions. The GEGA also had exchanges with the SCS and the PSCS on the various challenges currently facing the EO Grade including recruitment, training, taking up new duties and postings in the Mainland offices.

The SCS strongly encouraged colleagues to apply for posts that had recently been opened in the Mainland to the EO Grade. He explained, “With the increasingly closer ties between the Mainland and Hong Kong, more and more Mainland offices would be opened to foster enhanced cooperation with cities including Beijing, Shanghai, Chengdu and Guangzhou. Given the diverse experience of EO Grade members — they are ideally equipped to provide solid support to

the Mainland offices on all fronts. On top of that, this would also be an invaluable opportunity to widen EO colleagues’ exposure outside Hong Kong.” Watch out for the next invitation circular!

Hermes Chan

The GGO Needs You!
Last, but by no means least, the editorial board of Keep in Touch and other expert groups need you. The next time you are approached for assistance by the GGO, members of the editorial board or other focus groups — please say yes. Better still, volunteer your services to the GGO!





Work smart in a policy-setting environment

In examining the core competencies of the EO Grade, we often think of the need to develop EOs in more conventional key business areas, such as *Human Resource Management*, *Departmental Administration* and *General Administration Support*. Recently, there have been newer developments of the EO function in terms of expanded work areas including *Scheme Administration* and *Event Management*. We now examine key elements of the *Executive and Policy Support* functions—which are currently gaining prominence within the scope of EO responsibilities.



Photo taken with our editorial board members after the focused training

At present, a growing number of our grade members are posted in policy bureaux—providing executive support in a policy-setting environment and handling businesses related to the Executive Council (ExCo) and the Legislative Council (LegCo). A handful of them also have the opportunity to station in offices outside Hong Kong. Such postings include ones in Beijing and Shanghai and even further afield in Berlin, Germany—where they provide essential administrative support to help promote Hong Kong.

To allow grade members to better understand the key responsibilities in such postings, the General Grades Office (GGO) organised a focused training session on 26 February 2016. The session helped enhance colleagues' understanding of the general procedures in formulating policy proposals, explored EOs' role in providing effective support during the policy formulation process and provided tips on how they could integrate better and faster into the policy-setting environment. This article shares some key take-homes from the insightful sharing on the day.

The policy front

In the process of devising and implementing a policy, it is often necessary to consult ExCo and LegCo. Senior Administrative Officer Ms Vivien Li of the Civil Service Bureau briefed participants of the procedures in making submissions to ExCo and LegCo. She also gave an overview on the principles of drafting an ExCo Memorandum, the different stages of the legislative process and the deadlines that must be observed when handling LegCo business. Vivien's sharing provided participants with a much better understanding of the policy-making process and of EOs' role in supporting it. Given the usually very tight timelines in dealing with ExCo and LegCo matters, the tips and pointers she highlighted were extremely useful in speeding up the process and getting everything properly prepared to minimise the chances of any unexpected hiccups.



Vivien

Bureau-based EOs

PEO Mrs Suzanna Kong of the Commerce and Economic Development Bureau (CEDB) introduced typical work duties within policy bureaux, quoting the CEDB's Commerce, Industry and Tourism Branch as an example. Of the EO colleagues working in this Branch, over half carry out policy-related duties in one or more of the following roles—many wearing multiple 'hats':

- (a) **Policy researchers** — data compilation and information analysis
- (b) **Event planners** — arranging high level meetings and visits
- (c) **Project coordinators** — taking forward public consultation exercises
- (d) **Scheme auditors** — managing funding schemes
- (e) **Resource and system managers** — procuring consultancy services

SEOs Mr Lam Fai and Ms Wanda Luk of the Food and Health Bureau (FHB) shared first-hand experience of the support they provide in the review of the private healthcare facilities regulatory regime and to the proposed Voluntary Health Insurance Scheme (VHIS) respectively. They do, in fact, wear most of the 'hats' that Suzanna mentioned in her introduction. Of all his roles, Fai found the one as a policy researcher the most challenging. Firstly, he had to undertake the mammoth task of searching online for all relevant background information to facilitate the study.



Suzanna



Wanda and Fai

This involved researching ordinances, regulations and examining overseas healthcare authorities and agencies to determine how they regulated private healthcare facilities. Fai said, "I had exhausted all possible means to gather relevant information, I even had to ask for the help of overseas economic and trade offices to unearth information which was not readily available on the Internet." He quipped, "I'm pretty much an expert researcher now!"

Citing her experience as a resource manager working on the proposed VHIS, Wanda reminded participants of the importance of securing sufficient funding and resources before taking any proposal forward to the public consultation stage. In addition, she stressed the need to keep progress reports and funding accounts up-to-date at all times—for proper monitoring and ready reference. An unexpected bonus arising from all of Wanda's hard work was that in properly managing the resource aspects of the scheme, she gained a thorough knowledge of medical insurance policies—and with this she was able to arrange the best possible medical insurance plan for her own family.



Policy-setting environment integration

For effective performance in a policy-setting environment, Suzanna encouraged colleagues to harness the three Ds—Dedication, Determination and Drive. EOs should take ownership of the policy areas that they are responsible for and strive to be a subject matter expert in their own right. EOs should also be meticulous and draw up work plans well in advance, whilst always being versatile and adaptive. Suzanna went on to stress the importance of strategic thinking and developing a broader perspective when considering the implications of new policies. She also encouraged EOs to continue to sharpen their political acumen and judgement so they can get an even better grasp of the rationale behind and key objectives within their respective policy areas.

Fai echoed the importance of EOs building up a strong political acumen and sound judgement. He pointed out that nowadays the views of the community are changing fast and that this may have important implications for our future policies. Colleagues should always stay alert and be ready to embrace changes in the light of evolving circumstances. Wanda also suggested that colleagues should be prepared to put in extra effort when first taking up new roles in the policy-setting environment to help shorten their learning curve and enable them to make meaningful contributions at the earliest possible time.

Success factors for working in a policy-setting environment

Good presentation and writing skills



- Be succinct and to-the-point
- Ensure factual accuracy
- Take note of policy considerations
- Right formatting

Knowledge and skills



- Be conversant with Government rules and regulations
- Proficiency in use of information technology and office equipment
- Sound knowledge of government practices and the legislative process
- Get the approving authorities right
- Good record management practices

Time management



- Early drafting and timely updating of documents
- Always be prepared to provide prompt and accurate responses to enquiries
- Plan work schedules taking into account availability of senior officers on critical dates

Interpersonal skills



- Good networking with EO colleagues in other bureaux/ departments and learn from each other
- Gain confidence and trust from senior officers by being an 'expert' in your own subject area
- Achieve good teamwork with colleagues of other grades in the bureau

Afterword

The focused training session organised by the GGO provided participants with insights in rendering effective executive and policy support in various bureaux. The sharing is particularly useful for colleagues who are new to support duties in a policy-setting environment. In addition, the three Ds and other key success factors serve as useful references for all colleagues—equally applicable not just in policy-setting environments but also in all work settings.

As all participants found the training session very useful and practical, the GGO will re-run the seminar later this financial year. Regarding other focused training sessions, the GGO will identify and organise a series of programmes focused on individual work categories—with a view to broadening colleagues' job knowledge repertoire. The GGO looks forward to colleagues' active participation in similar sessions—details of which will be announced in due course.

Evelyn Leung Bond Yu

我的團隊生活點滴

香港有許多不同的制服團隊，為社會大眾提供各類服務，例如紅十字會、童軍、民安隊等，在公眾活動或大型救援行動中提供協助。這些制服團隊中也不乏任職行政主任的成員。今期我們訪問了六位身兼制服團隊隊員的行政主任，分享他們加入有關隊伍的原因、目前所擔任工作的性質、其間難忘的經驗，以及加入制服團隊對他們的人生或性格的影響。



何倩婷 (Anne)

一般職系處行政主任(文書及秘書職系)21
制服隊伍：女童軍

Anne 在中學一年級時加入女童軍隊伍。她覺得女童軍與一般課外活動不同，有機會參與不同性質的活動和服務。Anne 目前擔任香港助理總監，負責活動策劃的工作，並帶領一隊資深航空女童軍。

在眾多活動中，Anne 特別與我們分享她曾參與的國際活動。Anne 說：「我於2009年及2011年代表香港女童軍前往肯尼亞及墨西哥出席研討會和論壇，與世界各地的女童軍交流，並訪問當地的貧民區。其中在肯尼亞探訪由女童軍籌辦的『Hawkers Market Girls Centre』時，我有機會與當地的女孩子生活一天，體驗她們的學習及日常生活。這次經歷讓我了解到地球另一角落的女孩子如何努力地改善生活和社會地位，也教我更投入參與女童軍運動的發展。」

至於參加女童軍的感受，Anne 分享說：「雖然制服隊伍做的是義務工作，但我一直覺得自己的收穫比付出的多。女童軍的國際活動讓我有機會與世界各地的人建立友誼，令我更關心世界。此外，身為領袖和總監，我有機會與社會上不同界別的人士合作籌辦活動，擴闊視野；而在與青少年相處的過程中，我學會信任她們和託付責任給她們，協助她們發揮潛能。」

Anne(左)於2014年在香港舉行的世界會議上與Girls Not Brides主席荷蘭皇妃 Princess Mabel van Oranje合照



余建邦 (Bond)

食物環境衛生署北區環境衛生辦事處秘書 1

制服隊伍：醫療輔助隊

曾經參與本港大型救援演習的醫療輔助隊四級長官Bond，與我們分享他的經歷：

「就讀大學時，我一直是醫療輔助隊(醫療隊)的前線員佐級隊員，人生的第一次『升職』，就在醫療隊！大學畢業後，因工作關係，我無奈地退出了醫療隊，但一直希望有朝一日能重返隊伍。」

2013年，我申請參加『準長官計劃』，經過一連串的遴選，再次成功加入醫療隊，獲委任為『準長官』。在完成密集式的訓練和實習後，我於2015年年初正式成為『見習四級長官』，並奉命到醫療隊的訓練學校服務。

訓練學校除了負責為總部遴選和訓練新隊員之外，亦須在颱風襲港和舉行跨部門救援演習時派員到總部控制室執勤，協助在醫療隊擔任全職工作的行動及訓練主任指揮各隊員。

2014年和2015年，我非常幸運，有機會參與在香港國際機場舉行的年度飛機事故及救援演習，在總部控制室執行控制及通訊職務。如果你是隊友，又參與過這兩次演習的話，我們很可能曾透過無線電或電話直接通話呢！

此外，我也曾在2014年的『毅行者』活動的大會指揮中心當值，協助醫療隊的當值長官指揮行動。儘管主要在『後方』工作，我和其他前線同事一樣，都是合資格的災難醫療助理，每年須接受有關災難醫療知識和技術的內部評核。

雖然在行動方面，我的工作較少涉及救傷護理，但能夠在大型行動中擔任『指揮官』的副手，提供專業的行政支援，也是具挑戰性和滿足感的任務。」



伍安玲 (Connie)

香港警務處行政主任(人事)(行政部)(新界南總區總部)

制服隊伍：聖約翰救傷隊

Connie與我們分享她加入聖約翰救傷隊二十年來非一般的經驗：

「小時候看見同學參加制服團體，穿起制服的神氣樣子，我只有羨慕的份兒，因為家境不富裕，未能負擔制服的開支。直到1995年暑假，誤打誤撞參加了香港聖約翰救傷隊，並得知制服由救傷隊提供。這不就是我盼望已久的機會嗎？」

完成基礎訓練後，我在1996年3月正式成為香港聖約翰救傷隊的隊員。我現在是一名高級救護主任，擔任油麻地支隊的主管。除管理支隊外，我還要參與前線的急救當值工作：由大大小小的公眾活動，到賽馬，以至大型娛樂表演、會議、展覽及體育賽事，都有我的份兒。

二十年來，我累積了不少非一般的經驗，例如2008年在奧運馬術比賽場地當值，駐場提供急救服務，以及2014年參與海南省地震災害緊急醫療救援演練，都使我眼界大開。今年是救傷隊百周年紀念，能成為一所『百年老字號』的一分子，實在感到自豪。

提供急救當值服務，往往需要整個團隊通力合作，服務才能達到最高水平。參加救傷隊讓我深深體會到團隊精神的可貴。我會繼續努力發揮聖約翰精神——為人類服務 (For the Services of Mankind)。」



林國希 (Dicky)

在職家庭及學生資助事務處行政主任(學生貸款)6
制服隊伍：童軍

無獨有偶，Dicky與Anne一樣，也是一名童軍。Dicky就讀小學五年級時已經加入童軍行列。Dicky說：「我喜歡戶外活動，而且興趣廣泛。童軍生活以戶外訓練為主，活動種類多，涉及範圍廣。我十分認同童軍的團隊精神，所以加入了採用小隊制度的童軍隊伍。」

Dicky曾任香港童軍總會的青少年活動委員會委員、模範童軍會執行委員會主席、樂行童軍議會主席等，並曾擔任亞太區童軍成員增長委員會委員，其工作主要涉及香港和亞太區的童軍運動發展和青年成員的培訓政策，以及為青年成員和領袖組織活動。

Dicky非常投入童軍的工作及活動，他分享說：「童軍的活動十分多元化，從遠足到航空活動，童軍成員都有機會參加。其中參與國際性童軍活動，可說是最難忘的團隊工作經歷。我到過世界各地參加不同類型的國際性童軍活動，例如於巴西、不丹、孟加拉等地舉行的國際童軍會議(部分更有超過一百個國家或地區代表出席)，以及在英國、瑞典等地與幾萬人一起露營的大露營活動(Jamboree)。在這些活動中，我們必須與來自世界各地的童軍成員或領袖緊密合作，才能完成有關任務或達成共識，過程中我深深感受到團隊成員互相合作的重要性。畢竟大家來自不同地方、擁有不同背景，要一起工作，必須好好溝通，互相諒解，方能相輔相成。」

Dicky更與我們分享他的感受。他說：「童軍生活對我的影響相當大。不論是露營、遠足等具體技能，溝通能力、領導才能、團隊協作、解難能力等『軟技能』，還是立志服務社會等人生方向，都深受童軍精神影響。童軍的銘言——準備(Be Prepared)更使我緊記要時刻和事事做好準備，因為這樣才可以應付工作以至生活上千變萬化的處境和問題。我們要有不斷學習的精神，以為未來作好準備。」



黃藻鈴 (Joling)

社會福利署二級行政主任(獎券基金)5
制服隊伍：紅十字會

Joling於1996年加入香港紅十字會的時候，只是一個小學三年級學生。她坦言：「我自小對制服團隊甚感興趣，而加入紅十字會是因為覺得其制服很『有型』！」

Joling目前在紅十字會青年及義工事務部港島總部擔任義務職員，職級為副主任，在本學年(2016/17)主要負責管理少年團，為少年團會員和家長安排訓練、服務及聯誼活動，為公開團招募會員等。此外，Joling也是其中一個青年團的助理團長，為團隊提供各方面的意見及支援。

Joling與我們分享說：「每年青年團步操比賽的前一晚，總有一班舊生通宵達旦為師妹們準備制服配件，她們在比賽當天的心情絕不比參加比賽的團員輕鬆。今年(2016年)的比賽在寒風冷雨下進行，我們懷着好比一家人的感情，互相支持，完成比賽。縱使不是每年獲獎，但當中遇到的挑戰、解決困難的過程，以及大家上下一心的精神，是非常難忘的。」

Joling亦說：「加入紅十字會後，我親眼目睹團隊中不同背景的人克服困難的決心，以及為達到共同目標而付出的努力。除紀律訓練外，透過參與不同社會服務，我明白到有關服務必須針對目標對象的真正需要，同時大家要有一顆謙虛的心，這樣，與對象分享時必有所得。參與制服團隊亦培養了我對青少年工作的興趣。與青少年分享經驗、看着他們成長，是我繼續參與紅十字會工作的原動力之一。」

王詩敏 (Sherman)

運輸及房屋局行政主任 (運輸) 資源管理
制服隊伍：民安隊



Sherman於2012年加入民安隊，至今已有四年。她說：「當時加入制服團隊，全因感到自己沒有特別的興趣與專長，生活中好像只有工作。我希望在工餘時間參加輔助隊伍，一方面增加見識，另一方面服務社會。」

Sherman完成民安隊新隊員的訓練後，便被派往民安隊少年團，至今一直擔任青少年服務工作。她介紹說：「我們須要為青少年提供多元化的團隊訓練及活動，包括野外活動訓練、步操訓練、遠足課程、露營活動、各類比賽、交流團等。此外，我們亦要帶領團員進行社會服務，例如巡邏郊野公園，為有需要的郊遊人士提供協助，或於不同政府部門舉行的嘉年華會、開放日等協助管理人流。最近我們曾率領約三十名少年團員為發展局主辦的景賢里開放日進行人潮控制。當天我們協助把參觀者分流之餘，亦有機會欣賞這座極具歷史價值的古蹟。」



除了少年團的工作，Sherman亦要參與成年隊員的訓練及服務，例如遠足徑巡邏和撲滅山火行動。Sherman憶述：「最難忘的一次工作，是參與禽流感演習，模擬到農場宰殺雞隻。雖然無須真的殺雞，但要穿上全套保護裝備，在烈日下進行演習。這經歷足以教我畢生難忘！」

Sherman覺得加入民安隊令她更明白團隊成員各司其職的重要性。她亦因此交了不少志趣相投的朋友。她說：「由於經常接觸青少年，我已被他們的活力感染。在我見證他們成長時，他們亦教懂我不少新事物呢！」



結語：

以上幾位行政主任穿上制服時均威風凜凜，加入制服隊伍後都獲益良多。相信他們在制服團隊中所學到的知識和團隊精神會有助他們在行政主任崗位上發揮所長！



袁賽芳 鍾瑋桃

News from the General Grades Office

Congratulations

Congratulations to the following colleagues who are on the 2016 Honours List published on 1 July or appointed as Justice of the Peace with effect from 1 July 2016 –

Bronze Bauhinia Star (B.B.S.)

Mr Chan Ping-fai, Peter, JP, DGG

Justice of the Peace (JP)

Mrs Wan Kee Wai-fun, Helen, SPEO

Mr Li Pak-hong, SPEO

Promotions

Promotion results regarding the ranks of SPEO and PEO, CEO, SEO and EOI were announced on 1 February, 18 February and 10 March 2016 respectively. Congratulations to 220 EOs on the promotion lists, comprising –

- 5 PEOs to SPEO
- 11 CEOs to PEO
- 26 SEOs to CEO
- 64 EOsl to SEO
- 114 EOslI to EOI

SPEO Promotees



Connie Ngan, Hillman Chow, Clara Leung, Peter Chan (DGG), Thomas Chow (PSCS), Stella Wong (SPEO(G)), Pedro Leung and Chow Chor-tim (from left to right)

PEO Promotees

Joyce Lee, Cecilia Ip, Wilson Chiu, Candy Ma, Alice Ng, Peter Ma, Katherine Tsang, Peter Chan (DGG), Thomas Chow (PSCS), Stella Wong (SPEO(G)), Dominic Lo, Frances Yim, Brendan Au and Cynthia Lo (from left to right)



CEO Promotees

Jones Ho, Yuen Ching-ting, Cynthia Leung, Amy Wong, Patrick Wong, Connie Kwok, Wendy Chong, Susanne Yeung, Fony Lui, Bertha Lee, Sabrina Lee, Teresa Leung, Peter Chan (DGG), Stella Wong (SPEO(G)), Katy Yam, Doris Ho, Brenda Ko, Selina Lee, Mak Chung-tai, Ivan Lai, May Chan, Emily Ng, Bessie Liang, Susan Chan and Terence Lau (from left to right)



Yvonne Yau, Ophelia Tam, Peter Chan (DGG), Stella Wong (SPEO(G)) and May Leung (from left to right)

DGG's Tea Receptions for SEO and EO I Promotees

At the tea receptions held on 22 March 2016, DGG congratulated the SEO and EO I promotees on their promotion and shared with them the latest development of the Grade.

SEO Promotees



EO I Promotees



SEOs Refresher Training



Ruby, Monica, Stella Wong (SPEO(G)) and James

With the increasing diversity and complexity of duties undertaken by SEOs, the GGO has introduced a designated refresher training programme for newly promoted SEOs with effect from 2016-17 on a pilot basis. The training programme comprises a two-day mandatory course on leadership and two mandatory specialised modules on human resource management (HRM) and financial management. In addition, SEOs can elect two out of the four specialised modules on job-related topics.

The first mandatory module on HRM: Essence and Key Concepts was held on 4 August 2016. The module was led by Mr James Yeung, Chief Project Officer while Mrs Monica Cheung, CEO of Housing Department and Miss Ruby Luk, CEO of Public Service Commission Secretariat were invited as guest speakers.

Staff Movements in GGO

Anna Yuen (袁秀明), Loletta Lau (劉雪樺), Ken Cheng (鄭創海) and Jaclyn Lai (黎佩麗) have recently joined the Office to take up the posts of C(G)E2, CDM22, CDM11 and S(Ex)3 respectively.

We also bid farewell to Lisa Lai (賴玉雲), Elza Pak (白穗珊), Vivian Lee (李穎嫻), Christina Sze (施明嫻) and Lilian Kwok (郭霖) who have left the Office in the past few months.



Ken Cheng, Anna Yuen, Jaclyn Lai and Loletta Lau (from left to right)

Recruitment of EO II

Following the conclusion of all selection interviews of the 2015-16 EOII recruitment exercise in April, we are glad to announce that the first batch of new recruits joined the Grade in May 2016. By the end of August 2016, around 140 new appointees have reported for duty. New recruits will start their work in bureaux/departments after completing a five-day induction. They will also undertake a series of basic training programmes within their first 30 months after appointment in order to equip them with basic managerial knowledge and job skills.

The 2016-17 EOII recruitment exercise will begin in mid September 2016, with career talks to be conducted in local universities and Central Government Offices from mid September to early October 2016.



Retirements

We wish the following colleagues many years of healthy and happy retirement –

January 2016

Lee Kit-ye, Fion	李潔儀	PEO
Mok Wai-king, Louise	莫惠琼	CEO
Wong Siu-hung, Ambrose	黃兆雄	CEO
Fung Wai-kuen, Iris	馮惠娟	SEO
Sin Sui-bing, Maria Madeline	冼瑞冰	SEO
Wan Yat-ming, Paul	尹一鳴	SEO
Wong Chan Lai-kuen, Deanna	黃陳麗娟	SEO
Wong Yiu-kwong, Fred	王耀光	SEO
Yue Wai-ming, Andromeda	余惠明	SEO
Law Pui-king, Phoebe	羅佩琼	EOI

February 2016

Yeung Sing-nam, James	楊聲南	CEO
Lee Chi-kong, Patrick	李志剛	SEO
Tang Kam-hung, Allen	鄧錦雄	SEO
Tsai Lee-nar, Lina	蔡莉娜	EOII

March 2016

Lo Yuet-kum, Patricia	盧月琴	CEO
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April 2016

Chan Tsang Kwai-ching, Rose	陳曾葵清	CEO
Cheuk Chan Po-lin, Scarlett	卓陳寶蓮	SEO
Lau Ma Ching-suen, Ellen	劉馬靜孫	SEO

May 2016

Cheng Wing-kwong, Edmond	鄭永光	EOI
Leung Wai-man, David	梁偉民	EOI

June 2016

Chu Choi Ming-fung, Janet	朱蔡鳴鳳	SPEO
Lo Chow Chui-chun, Anita	盧周翠珍	CEO
Chan Ho Sai-ling, Helen	陳何世玲	SEO
Chan Shui-ping, Esther	陳瑞萍	EOI

July 2016

Leung Siu-keung	梁少強	SEO
Lou Wong Chi-fong, Ellie	樓王芝芳	SEO

August 2016

Chan Chow Ling-ling, Margaret	陳周玲玲	SPEO
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Editorial Board

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Your contributions are most welcome.

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This newsletter is also available at the following websites:

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