



Management Trainee Programme

Our vision is to give everyone access to trusted and affordable care, so that everyone can freely pursue their dreams without worrying about their health

We are looking for agile and growth mindset¹ UMPeople to join us on this journey. Through such journey, we will work together with you to develop your portable management skillsets that will build you into an all rounded enquirer, executor, inspirer, strategist and leader

Join us now and meet your fellow UMPeople!

Please read through all the below details before you apply for this opportunity

Are you the people we are looking for?

1. Do you feel you are connected to and able to take actions that are consistent with our vision in giving everyone access to trusted and affordable care, so that everyone can freely pursue their dreams without worrying about their health?
2. Are you someone who sees obvious problems that persist around us, but always wonder why no one is taking steps to solve such problems? Do you enjoy taking on challenges, even though such challenges have repeatedly been stated by everyone else to be a government and national problem, and you as an individual will not have any influence?
3. Are you excited and thrilled by the growth and business opportunities available for a Hong Kong company that is expanding rapidly in China, especially in the Greater Bay Area? Do you see great potential for yourself to become a Greater Bay Area citizen?
4. Do you embrace how technological development is presenting many different applications that have the potential to disrupt your traditional thoughts of how businesses work?
5. Do you enjoy the certainty of doing new things frequently, taking on new initiatives and acknowledging that new ventures are inherently uncertain? Are you comfortable to admit you do not have the skills for tasks at hand, but you have the drive and urge to do whatever it takes to learn on the job, to better yourself and feel proud to achieve new skillsets you never thought were possible, until it is done?
6. Are you thrilled to use the limited resources you have in hand to complete significant tasks for your team?

¹ Growth Mindset is a concept proposed by Professor Carol Dweck in her book Mindset. Please refer to www.mindsetworks.com



7. Are you ready to work with a team that are truly energetic, multi-lingual, excited by changes, embrace technology and have an innate passion to perform?
8. Do you enjoy meeting with many people of different background, who all live and breathe points 1 to 7 above and working with cross functional teams as well as traveling across Greater China?

What is our job?

The job of our people here is to inspire you to be thrilled at work every day, to feel excited about the tasks you are taking on, to coach you on how to work smartly and efficiently, and to develop your curiosity and courage to take on challenges greater than your existing abilities.

What is our Management Trainee Programme?

We embrace a multi-tasking culture, where depending on your curiosity and eagerness to learn, your range of tasks could include simple event co-ordination, prepare presentations and marketing materials, liaise with vendors to review service quality, to assisting and accompanying senior management to meet with senior government officials, setting policy directions for government, reviewing workflows for continuous improvement and taking responsibility in driving new business development and revenue opportunities.

The focus of this 24-month program is to offer selected, specific opportunities for your professional and personal development that fulfills our corporate vision and business needs. You should be expected to be rotated, at the minimum, across 3 job functions, in which generally the first 12 months will be at a job function that commensurate with your background and experience, and subsequently further rotate to other functions that helps you to get a diversified work exposure within UMP. You could be fast tracked after 6 months depending on your potential and quality of work.

You will gain experience across functions in relation to Corporate Development & Strategy, Business Development & Operations, Clinic Network Operations, Business Support & Services, Finance as well as Human Resources as well as across geographical locations. As such, you will gain experience and learn that what appears to be the small tasks you are doing are actually critical parts of a bigger purpose.

Support and Learning

You will begin your path with significant oversight and mentorship by the various heads of our departments, who truly live and breathe the qualities stated. You will regularly meet with your mentor and other colleagues to get yourself familiar with our UMP culture. Your heads of department will also advise you on personal career development from a wider perspective.



You will have ample opportunities to interact with our senior leaders directly for feedback and insights. In addition, you will be given chances to sharpen your skills and knowledge, e.g. presentation, financial analytical, language and also gain exposure by attending business conferences and client meetings.

Who do we typically have in our team?

We do not set boundaries on who is fit for us. Our team members typically come from the following background:

- Holding University Degree, typically with major in business administrations. However, we really embrace a multi-background culture. Our team members have majored in journalism, law, linguistics, media, accounting, public health, to name a few
- Very keen to embrace multi-lingual environment
- Embraces communication through WeChat and WhatsApp
- Feels excited using modern payment methods such as PayMe, Alipay, and Wechat Pay
- Enjoys using modern apps that facilitate e-commerce, price checking, bookings and home deliveries
- Enjoys frequent traveling for work and leisure
- Writes good English and Chinese; enjoys the satisfaction of having written a good piece of writing
- Fun and sociable; enjoys talking with others on all matters
- Enjoys reading across spectrums, from entertainment related news to novels and to management philosophies / self-motivation books
- Some previous experience in healthcare related industries, but not pre-requisite
- Excited to read about the various development across Hong Kong and Greater China, has an eagerness to learn about the different cultures, political and economic policies of Hong Kong and Greater China
- Have a strong desire to challenge themselves and want to develop into a leader

Who are our Management Trainees?

Alan Li



Ironically, there was no MT programme when I joined UMP as a MT last year – I had my 1-day orientation with my team head and superiors, then start off working immediately. Being the first full-time job in my life, frankly speaking, I felt a bit lost and unprepared during my first two months of work, what I did was to obey the instructions from my seniors to get things done, while at the same time I was getting used to our company culture and team culture. Thankfully, my team showed great tolerance in my work, and I was given clear guidance to work through obstacles.

Throughout the first half year, I was able to assist in creating a website for our doctor training programme (GOLD) and oncology center (HKUOC) respectively, consolidating the application form and course materials for RCGP accreditation, completing the WONCA accreditation for our central clinic and affiliate clinics in Shenzhen, designing and coordinating health check-up products for CTF Jewelry in mainland China, preparing the paperwork for the accreditation of our affiliate physiotherapy center (SKP), opening up our training programme and public private partnership model in Zhuhai, Zhongshan, Dongguan, etc. I was lucky enough to have massive opportunities to get in touch with different projects, dealing with different parties, such that I am getting something in return every day. One turning point that started my second stage in work, is the departure of my deputy team head. Gradually, I am trained to take charge in several projects proactively and independently, and more importantly to guide a few colleagues (who are older than me) towards project completion, which is really challenging. Our team embraces a multi-tasking culture that we split teams for different projects, but at the same time to cover each other if needed (Full credit to CDS team!). Despite having a tight timeline basically all the time, I was given significant freedom to plan my work schedule, so that I could learn how to work efficiently. It is also very excited to acknowledge that UMP and CDS team is constantly improving, for instance we now have a more organized MT programme, and starts adopting an OKR culture, etc, and it strongly indicates that our senior management are willing to take the initiatives for growth. If there is one quote that I would use to summarize my short UMP journey till now – **“The only source of knowledge is experience.”** (by Albert Einstein). I learnt by trying and doing relentlessly, and even I failed, I learnt how not to fail again.

Ian Yau

This is Ian and I am currently working as a Management Trainee in Clinic Chain Management Department (CCMD). To get a sense of what CCMD does, you can imagine yourself running a clinic which involves healthcare providers (e.g. doctors & nurses), medical devices, computers and all kinds of facilities. Imagine you are one part of the operation team and you will find how complex running a clinic can be, from making important decisions (e.g. manpower allocation) to doing routine administrative work (e.g. data input, reporting), you will get yourself involved in different kinds of challenging tasks.



As a personnel with background of public health, I found working in UMP really suits me. So far, I have enjoyed seizing different opportunities to learn various soft skills, for instance communication skills and management skills, and technical knowledge, such as business of a large scaled medical group. Working in UMP also enables me to participate in the medical industry that I have always been longing for. Although today's medical industry might seem to be a mature industry, I personally believe UMP is on the path of making a change, such that we are growing our businesses day by day towards our objectives.

Last but not least, I would like to share with you one of my mottos that drives me to work, **"Believe you can and you are halfway there"**.

Suki Huang

I am currently working as a Management Trainee under Business Department in UMP. The business department consists of two teams for business operation and development respectively, to both of which I have been getting much exposure since the first day I joined. As the start of the whole workflow of the business in Hong Kong and Macau market, we need to work close with both external (e.g. client companies, brokers, insurance companies, etc.) and internal (e.g. Clinic Chain Management Department, Financial Department, Public Relationship Team, etc.) parties and act as a bridge between them to make sure the whole business runs well.



During the past four months, I have really learnt a lot. Soon after I joined, I have been given many opportunities to take responsibility for different tasks/projects and handle relationships with clients independently. Although sometimes I might make mistakes, colleagues and supervisors are patient to teach and correct me. During daily work, I do feel some aspects of the culture of UMP: trusting, practical, and fault tolerance, which I really appreciate. **Finish first, then perfect.** Although there are still some problems existing in the company, I am pretty sure that we can fix them through working together gradually. I believe that UMP will keep growing fast and really hope that I can grow with it and make my contribution constantly.

Wing Ip

In the Business Department, we work together to understand the healthcare need of our clients and strive to accommodate their needs in cooperation with other departments and our business partners. We manage medical plans and other healthcare programs with the provision of medical services by our Hong Kong and Macau panel of doctors including self-owned and affiliate centers and clinics.



The graduate program has provided me with a chance to learn constantly. Working on projects with clients and multiple parties from different sectors enables me to accumulate experience from business management to clinic operation in Hong Kong and China. I have got much exposure to the medical industry since then. I have gained insights into medical policy and knowledge on medical treatments, medical equipment and medical plans. I am grateful that I have been given the opportunity to participate in various projects, which has fostered both of my professional and personal development.

What do you need to do to apply?

If you fit us, please submit your replies on **the following 8 questions (first 4 in Chinese and another 4 in English) AND your full resume** stating your date of availability, present and expected salary to mtprogramme@ump.com.hk

The selection process will include answering to a set of 20 numerical reasoning test in 30 minutes, personality assessment and in-person interviews. The interviews will be conducted in English, Mandarin and Cantonese. At the interview, we will be asking you a range of questions, including but not limited to your understanding of UMP Healthcare, why you think you are fit for UMP, what you understand to be the critical success factors to be a good team player and what makes a good leader.

Candidates will be notified whether they will be admitted to the programme or not within 2 weeks of attending the final in-person interview.

This management trainee programme remains open for application through till December 31, 2019. Your application will be kept in our database for future communications.

We look forward to hearing from you on the following questions:

1. 你的人生中是否有一個關鍵時刻，讓所有事情從此變得不同? 請用中文回答
2. 分享一個你曾經達成的、令你引以為傲的目標或事情（請闡述何人曾參與其中，例如：什麼人曾提供協助或支持，幫助你成功）。請用中文回答
3. 在你的生命裡，何人成就今天的你（教練 / 人生導師 / 老師 / 家人）? 請詳細闡述事例以說明之。請用中文回答
4. 試回想在以往的工作經驗中，有沒有任何一件事情讓你覺得即使沒有報酬也值得完成它? 請詳細闡述。請用中文回答
5. Imagine if you were hired, what are the 3 major items you wish to complete within the first week of your work, and how are you going to achieve those? Please answer in English
6. Do you have a dream? Can you share this with us? What you have done / will you do to make it happen? Please answer in English
7. What do you think the medical industry would look like in 10 to 15 years time? Please answer in English
8. Can you describe a time when you have made a difficult decision? How would you handle it differently if the circumstance comes up again? Please answer in English



Who are we exactly, and what do we do?

UMP Healthcare Holdings Limited (main board listed company, stock code 722:HK) is one of the leading corporate healthcare solution providers in Hong Kong serving more than 1.5 million medical and dental patient visits annually. Our business model of working with corporates and insurance companies to tailor-made comprehensive healthcare service offerings to their staff and policyholders allows us to have a sticky, steady and growing members and patient base at the primary care entry level, and thereafter allowing UMP to deliver additional add-on services to customers including specialist services, secondary dental services and other auxiliary services.

UMP generates annual revenue exceeding HK\$550 million. UMP is fast expanding into the China market and has established team members across Beijing, Shanghai, Guangzhou, Shenzhen, Macau, Dongguan, Zhuhai, Zhongshan and Tianjin. For more information, please visit our website:

www.ump.com.hk

www.goldgptraining.com

All information obtained will be kept in strict confidence and used for recruitment and employment related purposes only.