VANUATU NATIONAL PROVIDENT FUND

POSITION DESCRIPTION

Position Title	Manager, Members Fund & Transaction Processing Department
Position Number	4003
Position Evaluation Completed	Yes
Division	Finance
Department/Unit	Members Fund & Transaction Processing Department
Reports To	Director, Finance Division
Responsible For	1. Senior Members Fund Reconciliation Officer
Number of Direct Reports	1
Number of Total Reports	9
Location	VNPF Head Office
Position Purpose	The Manager, Members Fund & Transaction Processing Department leads the accurate administration, reconciliation and processing of member-fund transactions, safeguarding the integrity of member accounts and ensuring reliable, controlled and timely financial processing.
Date	19 November 2026

Organisation Vision & Mission

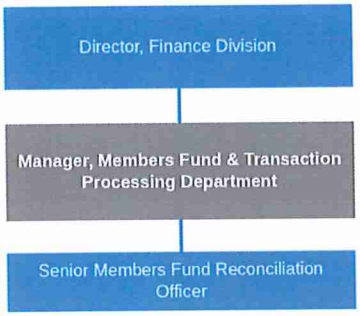
Vision

Honestly serving our Members throughout their lifetime and when needed.

Mission

To ensure the financial and economic security of the Members of VNPF through professional and ethical leadership.

Organisation Context



Key Relationships

Internal	Purpose of Contact
• Director, Finance Division • Members Fund & Transaction Processing team • Accounts, Treasury and General Ledger Department • Member Benefits, Contributions & Customer Services Department • ICT Department and Internal Audit	• Receive priorities and provide operational and control reporting • Lead reconciliation, receipting and transaction-processing activities • Coordinate financial balancing and clearing of member-fund transactions • Resolve member, employer and contribution transaction issues • Resolve system/data issues and support assurance requirements
External	**Purpose of Contact**
• Members and employers where escalated transaction information is required • Banks and payment-service providers • External auditors and authorised reviewers • Relevant service providers	• Resolve complex or escalated transaction and payment issues • Verify and reconcile payment information and settlement records • Provide authorised evidence and support assurance activity • Coordinate services affecting member-fund processing

Financial Responsibilities

Controls a budget: No.

Refer to Financial Delegations for further information.

Key Result Areas (KRAs)

The position of Manager, Members Fund & Transaction Processing Department encompasses the following major functions or Key Result Areas:

1. Member Fund Accounting & Reconciliation
2. Transaction Processing & Data Integrity
3. Receipting, Cash & Payment Control
4. Operational Controls, Compliance & Reporting
5. People Leadership & Process Improvement

1. Member Fund Accounting & Reconciliation

Jobholder is responsible to	Jobholder is successful when
• Oversee reconciliation of member-fund control accounts and member balances • Monitor unmatched, duplicated, omitted or incorrectly allocated transactions • Review aged reconciliation items and ensure timely investigation • Coordinate corrections with Finance, Contributions and other relevant teams • Maintain reliable evidence supporting adjustments and reconciliations	• Member-fund balances reconcile to supporting records • Aged and material reconciliation exceptions are actively progressed • Adjustments are supported, authorised and traceable • Reconciliation oversight protects the integrity of individual member balances and financial control accounts.

2. Transaction Processing & Data Integrity

Jobholder is responsible to	Jobholder is successful when
• Oversee accurate and timely processing and allocation of member and employer transactions • Monitor data quality and transaction exceptions across relevant systems • Ensure authorised corrections and adjustments are traceable • Coordinate resolution of system or processing issues that affect member records	• Transactions are processed accurately and allocated to the correct accounts • Data-quality exceptions are identified and corrected promptly • Processing records provide a reliable audit trail • Recurring transaction exceptions are analysed and addressed at source where practicable.

3. Receipting, Cash & Payment Control

Jobholder is responsible to	Jobholder is successful when
• Oversee cashiering, receipting and assigned payment processes across locations • Ensure daily balancing and deposit/reconciliation controls are completed • Monitor cash and payment exceptions and escalate material discrepancies • Maintain appropriate segregation, approvals and audit trails	• Receipting and payment controls are completed consistently • Cash and transaction discrepancies are resolved or escalated promptly • Reconciliation and safeguarding requirements are met

4. Operational Controls, Compliance & Reporting

Jobholder is responsible to	Jobholder is successful when
• Apply VNPF policies, delegations and control requirements to transaction processing • Prepare accurate departmental performance, reconciliation and exception reporting • Support internal and external audits and track corrective actions • Identify operational risks and strengthen procedures and controls	• Reports accurately reflect processing status, exceptions and risk • Control and audit requirements are met • Material issues are escalated with clear recommendations

5. People Leadership & Process Improvement

Jobholder is responsible to	Jobholder is successful when
• Lead and allocate work across transaction-processing and reconciliation staff • Set service, quality and performance expectations • Coach staff and address capability or performance issues • Analyse recurring exceptions and implement practical process improvements	• Team priorities and quality expectations are clear • Recurring errors and bottlenecks reduce through targeted improvement • Stakeholders receive reliable transaction-processing support

Work Complexity

- Maintaining member-account integrity across high volumes of contribution, receipting and reconciliation transactions.
- Tracing discrepancies across member records, banking data and multiple processing systems where source information may be incomplete.
- Making correction decisions that could affect individual member balances and financial records.
- Balancing timely processing with segregation-of-duties, control and audit requirements.
- Coordinating distributed cashiering and transaction activity while maintaining consistent standards.

Person Specification

This section captures the expertise required for the position at the fully effective level. It does not necessarily reflect the current jobholder.

Qualifications (or equivalent level of learning)

Essential	Desirable
Bachelor's degree in Accounting, Finance, Business, Commerce or a related field	Professional or postgraduate study in accounting, finance, operations or financial services

Knowledge / Experience

Essential	Desirable
At least 5 years' relevant experience in financial transaction processing, reconciliation, member-fund administration or accounting, and at least 2 years' experience leading or supervising staff	Experience in superannuation/provident funds, banking, payments or another regulated financial-services environment

Key Skills / Attributes / Job Specific Competencies

- Advanced numerical reasoning and reconciliation
- Data analysis and root-cause investigation
- Systems thinking across interconnected transactions
- Risk and control awareness
- Sound judgement in correcting financial records
- Process improvement and quality focus
- Planning and workload coordination
- People leadership and coaching
- Accuracy, confidentiality and dependable follow-through

Change to Position Description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment, including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Employee Name		Date:
Employee Position Title	Manager, Members Fund & Transaction Processing Department	
Employee Signature		
Approved:	Paul Kaun	Date:
Position Title	Chief Executive Officer	
Signature		