VANUATU NATIONAL PROVIDENT FUND

POSITION DESCRIPTION

Position Title	Manager, Human Resources Department
Position Number	7002
Position Evaluation Completed	Yes
Division	Corporate Services
Department/Unit	Human Resources Department
Reports To	Director, Corporate Services Division
Responsible For	1. Senior Employee Relations Officer 2. Human Resources Recruitment Officer 3. Payroll & Benefits Officer 4. Leave & Attendance Management Officer 5. Staff Medical Administrative Officer 6. Capacity Development & Work Health & Safety Officer 7. Human Resources Administrative Officer
Number of Direct Reports	9
Number of Total Reports	9
Location	VNPF Head Office
Position Purpose	The Manager, Human Resources Department leads VNPF's people strategy and HR services, ensuring effective workforce planning, recruitment, employee relations, performance, remuneration, capability development and compliant people practices that support organisational objectives.
Date	18 November 2026

Organisation Vision & Mission

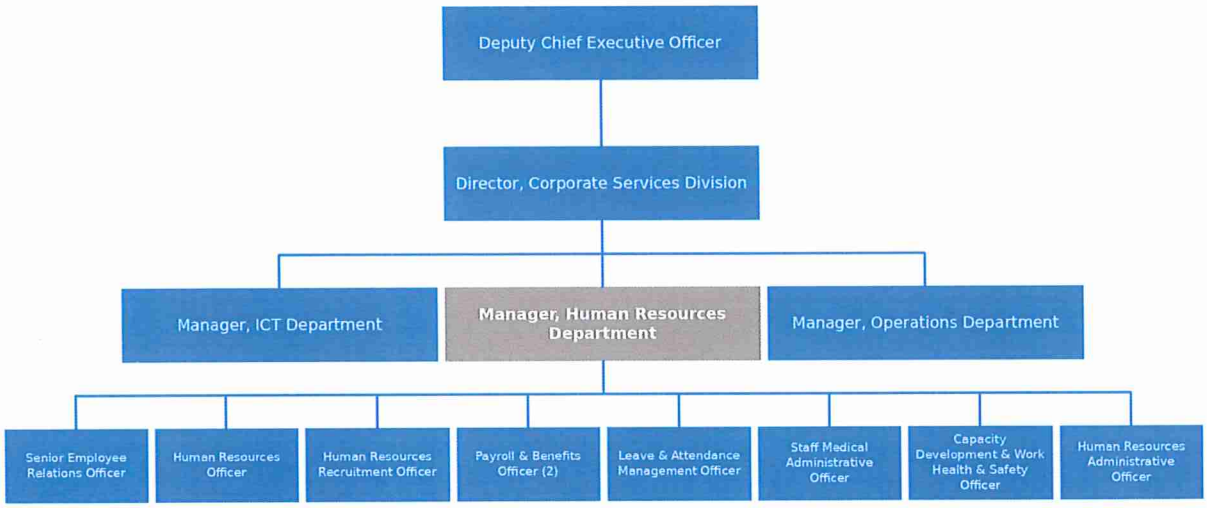
Vision

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
• Board and Sub-Boards/Committees Chief Executive Officer and Deputy Chief Executive Officer • Director, Corporate Services Division • Executive management, directors and managers • Human Resources team and all VNPF staff • Relevant governance or HR committees	• Receive strategic direction and provide workforce advice and reporting • Advise managers on people, performance, structure and employee matters • Lead service delivery, allocate work and develop HR capability • Provide governance information and support authorised decisions
External	**Purpose of Contact**
• Job applicants and recruitment providers • Training, medical and employee-service providers • Government labour, health and regulatory authorities • Professional advisers and employment-related stakeholders	• Coordinate recruitment and candidate engagement • Procure and manage approved employee and learning services • Support legal and regulatory compliance and authorised reporting • Obtain specialist advice and manage sensitive employment matters

Financial Responsibilities

Controls a budget: Yes.

Refer to Financial Delegations for further information.

Key Result Areas (KRAs)

The position of Manager, Human Resources Department encompasses the following major functions or Key Result Areas:

1. HR Strategy & Workforce Planning
2. Recruitment, Employment & HR Operations
3. Performance, Remuneration & Employee Relations
4. Learning, Capability, WHS & Wellbeing
5. People Leadership, Governance & Reporting

1. HR Strategy & Workforce Planning

Jobholder is responsible to	Jobholder is successful when
• Develop HR plans, workforce priorities and policies aligned with organisational strategy. • Advise on workforce structure, succession, resourcing and capability risks. • Monitor workforce trends and recommend action. • Maintain current HR policies and frameworks. • Coordinate implementation of approved workforce initiatives and monitor progress against priorities.	• HR plans and policies support organisational strategy and workforce needs. • Material workforce and succession risks are identified and addressed. • Management receives accurate and practical workforce advice. • Approved workforce initiatives are implemented and progress is monitored against agreed priorities.

2. Recruitment, Employment & HR Operations

Jobholder is responsible to	Jobholder is successful when
• Oversee recruitment, appointment, onboarding, employee records and employment documentation. • Ensure HR information and systems are accurate, secure and current. • Coordinate payroll and benefits administration oversight with responsible officers. • Monitor service standards and resolve operational HR issues.	• Recruitment and employment processes are timely, fair and compliant. • Employee records and HR systems are accurate, secure and current. • Operational HR services meet organisational requirements.

3. Performance, Remuneration & Employee Relations

Jobholder is responsible to	Jobholder is successful when
• Oversee performance-management and appraisal processes. • Provide advice on employee relations, grievances, discipline and counselling. • Support consistent remuneration, attendance and leave administration. • Escalate high-risk or sensitive employment matters appropriately. • Guide managers in applying employment policies and managing complex people matters consistently.	• Performance and employee-relations matters are handled consistently and professionally. • Managers and employees receive timely, sound advice. • Sensitive matters are documented, escalated and resolved appropriately. • Employment decisions are consistent, appropriately documented and aligned with policy and legal requirements.

4. Learning, Capability, WHS & Wellbeing

Jobholder is responsible to	Jobholder is successful when
• Coordinate learning, development and succession initiatives. • Promote safe work practices, WHS capability and	• Capability initiatives respond to identified needs and are evaluated. • WHS, wellbeing and engagement activities

employee wellbeing. • Monitor training effectiveness and organisational capability needs. • Support workforce engagement and culture initiatives.	support a safe and capable workforce. • Learning and succession information is current and useful.

5. People Leadership, Governance & Reporting

Jobholder is responsible to	Jobholder is successful when
• Lead, allocate and monitor the work of the HR team. • Set expectations, coach staff and address capability or performance issues. • Prepare accurate HR reports and advice for management and governance. • Manage confidential information, compliance obligations and continuous improvement.	• Team responsibilities and service expectations are clear. • HR reporting is accurate, timely and decision-focused. • Policies, controls and confidential information are managed appropriately.

Work Complexity

- Balancing employee needs, organisational requirements, legal obligations and confidentiality in sensitive people matters
- Providing sound advice on grievances, performance, discipline, remuneration and workforce decisions
- Coordinating multiple HR services and deadlines while maintaining accurate records and consistent practice
- Leading a diverse HR team and ensuring capability across specialist and administrative functions

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 Human Resource Management or Public Administration	

Knowledge / Experience

Essential	Desirable
At least 5 years' experience in a similar role	

Key Skills / Attributes / Job Specific Competencies

- Strategic thinking and organisational awareness
- Sound judgement and decision-making
- Leadership and people-development capability
- Influencing, negotiation and conflict resolution skills
- Analytical and problem-solving ability
- Policy interpretation and advisory capability
- Clear written and verbal communication
- Coaching and mentoring ability
- Planning, prioritisation and follow-through
- Integrity, discretion and confidentiality

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, Human Resources Department	
Employee Signature		
Approved	Paul Kaun	Date:
Position Title	Chief Executive Officer	
Signature		

VANUATU NATIONAL PROVIDENT FUND BOARD