VANUATU NATIONAL PROVIDENT FUND

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POSITION DESCRIPTION

Position Title	Manager, Member Benefits, Contributions & Customer Services Department
Position Number	6003
Position Evaluation Completed	Yes
Division	Members & Employers Services
Department/Unit	Member Benefits, Contributions & Customer Services Department
Reports To	Director, Members & Employers Services Division
Responsible For	1. Senior Officer - Benefits & Customer Services 2. Senior Contributions Officer
Number of Direct Reports	2
Number of Total Reports	29
Location	VNPF Head Office
Position Purpose	The Manager, Member Benefits, Contributions & Customer Services Department leads the delivery of member benefits, employer contributions and customer services, ensuring accurate administration, responsive service and effective compliance that protect member entitlements and strengthen member and employer confidence in VNPF.
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, Members & Employers Services Division • Benefits & Customer Services and Contributions teams • Inspection & Informal Department • Finance Division • ICT Department and relevant branches	• Provide service, compliance and performance reporting and receive priorities • Lead benefits, contributions and customer-service delivery • Coordinate employer compliance and escalated cases • Resolve benefit, contribution, reconciliation and payment issues • Coordinate systems, records and multi-site service delivery
External	**Purpose of Contact**
• VNPF members and beneficiaries • Employers • Banks and payment/service providers where required • Government or regulatory authorities and authorised stakeholders	• Provide benefit and account services and resolve escalated cases • Support contribution compliance, service and employer relationships • Coordinate authorised payment or service information • Support lawful administration, stakeholder coordination and information requirements

Financial Responsibilities

Controls a budget: Yes.

Refer to Financial Delegations for further information.

Key Result Areas (KRAs)

The position of Manager, Member Benefits, Contributions & Customer Services Department encompasses the following major functions or Key Result Areas:

1. Member Benefits Administration
2. Contributions & Employer Services
3. Customer Service & Issue Resolution
4. Compliance, Controls & Service Quality
5. People Leadership & Department Performance

1. Member Benefits Administration

Jobholder is responsible to	Jobholder is successful when
• Oversee assessment and processing of member benefit claims and supporting evidence • Ensure eligibility and entitlement decisions follow legislation, policy and delegated authority • Monitor exceptional, sensitive and aged benefit cases • Coordinate accurate benefit-payment information and resolve escalated issues • Maintain effective controls over benefit administration	• Benefit decisions are accurate, supported and made within applicable requirements • Exceptional or aged cases are visible and actively managed • Benefit records and payment information are complete and controlled • Benefit-administration trends, risks and service pressures inform departmental priorities and corrective action.

2. Contributions & Employer Services

Jobholder is responsible to	Jobholder is successful when
• Oversee contribution processing, employer-service and follow-up activity • Monitor employer contribution compliance and material arrears or exceptions • Coordinate reconciliation and correction of contribution information • Ensure employers receive clear information on obligations and service requirements	• Contribution information is accurate and exceptions are actively followed up • Material employer non-compliance is identified and progressed appropriately • Employers receive consistent and practical service • Contribution and employer-service activity supports accurate member entitlements and timely resolution of material exceptions.

3. Customer Service & Issue Resolution

Jobholder is responsible to	Jobholder is successful when
• Set and monitor customer-service expectations across channels and relevant locations • Oversee escalated member and employer enquiries and complaints • Identify recurring service issues and coordinate practical solutions • Ensure information supplied to customers is accurate, clear and consistent	• Members and employers receive accurate, respectful and responsive service • Escalated complaints and complex issues are resolved or referred appropriately • Recurring service issues inform improvement priorities

4. Compliance, Controls & Service Quality

Jobholder is responsible to	Jobholder is successful when
• Ensure benefit, contribution and service activity complies with VNPF requirements • Monitor quality, backlogs, exceptions and operational risks • Prepare accurate performance and issue reporting • Support audit/review activity and strengthen controls and procedures	• Material compliance, control and service risks are identified and addressed • Reports accurately reflect workload, performance and exceptions • Audit and review actions are progressed

5. People Leadership & Department Performance

Jobholder is responsible to	Jobholder is successful when
• Lead the department and set clear work and service priorities • Coach managers/senior officers and develop team capability • Monitor workload, performance and resource	• Responsibilities and performance expectations are clear • Capability and performance needs are addressed • Department resources and work are prioritised to

needs across a large service function • Promote accountable, respectful and member-focused service	sustain service delivery

Work Complexity

- Balancing statutory benefit and contribution requirements with individual member circumstances and service expectations.
- Managing high-volume, customer-facing operations where errors can directly affect member entitlements and confidence.
- Resolving complex contribution, eligibility and complaint matters involving incomplete or conflicting information.
- Leading a large multi-function service department with dispersed customer-facing roles and competing priorities.
- Maintaining consistent decisions, controls and service standards across benefits, contributions and customer channels.

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 Business Administration, Management, Finance, Accounting or a related field	Relevant postgraduate study or professional training in management, financial services, customer service or compliance

Knowledge / Experience

Essential	Desirable
At least 5 years' relevant experience in financial/member services, benefits, contributions, customer service or operations, and at least 2 years' experience leading or supervising staff	Experience in superannuation/provident funds, banking, insurance or another regulated customer-facing financial-services environment

Key Skills / Attributes / Job Specific Competencies

- Sound interpretation of legislation, policy and entitlement rules
- Analytical judgement and problem-solving
- Service design and continuous-improvement thinking
- Conflict resolution and complaint handling
- Clear and accessible communication
- Stakeholder influencing and relationship-building
- Planning and prioritisation across high-volume services

- People leadership and coaching
- Fairness, integrity and accountability

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, Member Benefits, Contributions & Customer Services Department	
Employee Signature		
Approved:	Paul Kaun	Date:
Position Title	Chief Executive Officer	
Signature		