VANUATU NATIONAL PROVIDENT FUND

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POSITION DESCRIPTION

Position Title	Manager, Operations Department
Position Number	7003
Position Evaluation Completed	Yes
Division	Corporate Services
Department/Unit	Operations Department
Reports To	Director, Corporate Services Division
Responsible For	1. Senior Procurement and Administration 2. Officer In Charge (OIC) & Verification Officer, PENAMA 3. Officer In Charge (OIC) & Verification Officer, MALAMPA 4. Officer In Charge (OIC) & Verification Officer, TAFEA 5. Senior Marketing Officer 6. Senior Archive Officer 7. Officer In Charge (OIC), SANMA
Number of Direct Reports	7
Number of Total Reports	41
Location	VNPF Head Office
Position Purpose	The Manager, Operations Department leads VNPF operational support services across procurement and administration, facilities, security, fleet, records, marketing support and provincial operations, ensuring reliable, safe, compliant and cost-effective services that enable VNPF to operate effectively across Vanuatu.
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, Corporate Services Division • Operations Department senior officers and OICs • All VNPF divisions and departments • Finance and Human Resources • Provincial branches	• Receive priorities, provide operational advice and report performance and risk • Lead procurement, administration, security, archive, marketing and branch-support functions • Coordinate internal service requirements and resolve operational issues • Coordinate budgets, payments, people and safety matters • Maintain consistent services and controls across locations
External	**Purpose of Contact**
• Suppliers, contractors and service providers • Landlords, utilities and maintenance providers where applicable • Government and local authorities • Emergency, security, logistics and professional service providers	• Procure and manage goods, services and contracts • Maintain facilities and operational services • Support permits, compliance and provincial operational matters • Coordinate security, emergencies, transport, logistics and specialist support

Financial Responsibilities

Controls a budget: Yes.

Refer to Financial Delegations for further information.

Key Result Areas (KRAs)

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

1. Operational Services & Branch Support
2. Procurement, Contracts & Supplier Management

3. Facilities, Assets, Fleet & Security
4. Governance, Risk, Budget & Service Improvement
5. People Leadership & Stakeholder Service

1. Operational Services & Branch Support

Jobholder is responsible to	Jobholder is successful when
• Develop and coordinate operational priorities across Head Office and provincial operations • Monitor service delivery across administration, records, marketing support and branch operations • Resolve cross-functional operational issues and service disruptions • Maintain practical continuity and emergency support arrangements • Provide operational advice and performance reporting to Corporate Services leadership	• Operational and branch-support services are reliable and responsive • Material service disruptions are resolved or escalated promptly • Operational priorities align with organisational needs and available resources • Operational dependencies across Head Office and provincial locations are anticipated and coordinated.

2. Procurement, Contracts & Supplier Management

Jobholder is responsible to	Jobholder is successful when
• Oversee procurement planning, sourcing and purchasing within approved policy and delegation • Ensure supplier selection, contracting and procurement records are controlled and transparent • Monitor significant supplier and contract performance • Coordinate value-for-money reviews and resolution of supplier issues	• Procurement is appropriately authorised, documented and value-focused • Supplier and contract obligations are actively monitored • Material procurement issues are resolved and compliance is maintained • Procurement decisions demonstrate appropriate consideration of value, risk, local availability and continuity of supply.

3. Facilities, Assets, Fleet & Security

Jobholder is responsible to	Jobholder is successful when
• Oversee facilities, property support, fleet, physical security and assigned assets • Ensure maintenance requirements and operational hazards are identified and prioritised • Monitor vehicle, asset and facility utilisation and serviceability • Coordinate security and emergency arrangements across relevant locations	• Facilities, vehicles, security arrangements and assigned assets remain safe and fit for purpose • Maintenance and security risks are visible and actively managed • Asset and fleet controls provide reliable accountability

4. Governance, Risk, Budget & Service Improvement

Jobholder is responsible to	Jobholder is successful when
• Prepare and monitor operational budgets and resource requirements within authority • Identify operational, procurement, security and continuity risks and maintain effective controls • Ensure policies, records and audit requirements are met • Analyse service performance and implement practical process improvements	• Operational expenditure remains within approved budgets and delegations • Material risks, audit matters and control weaknesses are addressed • Service improvements are based on evidence and reduce recurring issues

5. People Leadership & Stakeholder Service

Jobholder is responsible to	Jobholder is successful when
• Lead a diverse multi-location Operations	• Team responsibilities and performance

workforce and senior operational staff • Allocate priorities and establish clear performance and service expectations • Coach staff, address capability needs and promote safe and ethical practice • Build constructive relationships with internal customers and external service partners	expectations are clear • Capability and safety matters are addressed • Internal and external stakeholders receive dependable operational support

Work Complexity

- Coordinating diverse functions and provincial operations with different service, infrastructure and logistical needs.
- Managing procurement and supplier decisions where value, urgency, compliance and limited local supply may compete.
- Maintaining facilities, fleet and operational continuity in an island environment exposed to transport and natural-hazard disruption.
- Balancing service responsiveness with security, safety, financial controls and delegated authority.
- Leading a large and varied workforce while maintaining consistent standards across multiple locations.

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, Operations, Procurement, Logistics or a related field	Relevant professional training in procurement, supply chain, facilities, project management or business continuity

Knowledge / Experience

Essential	Desirable
At least 5 years' relevant operations-management experience, and at least 2 years' experience leading staff and managing procurement, administration, facilities, fleet, logistics or comparable support services	Experience in a multi-site, statutory, financial-services or regulated organisation

Key Skills / Attributes / Job Specific Competencies

- Strategic and operational planning
- Commercial judgement and value-for-money assessment
- Negotiation and contract judgement
- Risk assessment and business-continuity thinking
- Analytical problem-solving and prioritisation
- Coordination across dispersed locations and functions

- Clear stakeholder communication
- People leadership and performance management
- Integrity, resilience and service orientation

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