	VANUATU NATIONAL PROVIDENT FUND JOB DESCRIPTION			
1	**Job Title** Description that refers to the responsibilities of a **job** and the level of the **position.**	Informal Inspection Officer		
2	**Position No** This number is to be used in all subsequent correspondence relating to this post.	TBC		
3	**Position Evaluation Completed** Position has been evaluated by VNPF Management to align SP10	**YES**	**SP10 Job Points**	
4	**Department** Specific areas of activity within VNPF	Sanma Branch		
5	**Location** Where the position is located in VNPF Structure.	VNPF Santo Office		
6	**Job Purpose** "Why this Post exists" this might be a one-line statement adapted from the VNPF Strategic Plan for higher level posts.	To conduct inspections and compliance checks on informal sector members and employers within the Sanma Province to ensure adherence to VNPF policies and procedures. The role supports the effective registration, contribution collection, and monitoring of informal members, while promoting awareness of VNPF services and safeguarding the Fund's interests.		
7	**Date** Occupy the post.	TBC		
8	**Key Result Areas** (KRAs) refers to general areas of outcomes or outputs for which the post/role is responsible.			
8.1	**Compliance & Inspection** • Conduct regular field inspections to ensure informal members comply with VNPF policies and procedures. **Member Registration & Contribution Monitoring** • Facilitate new registrations and ensure accurate and timely contribution payments. **Reporting & Record Management** • Prepare accurate inspection reports and maintain proper documentation of findings and follow-up actions. **Community Awareness & Outreach** • Promote VNPF services and educate informal members on their rights and obligations. **Risk Identification & Fund Protection** • Detect non-compliance or irregularities and recommend corrective measures to safeguard the Fund's interests.			
9	**Work Complexity**			
9.1	• Regular field travel within Sanma Province, including remote and rural communities. • Interpretation and application of VNPF Act, policies, and procedures in varied informal sector environments.			

	• Managing sensitive compliance issues and resolving disputes with members diplomatically. • Ensuring accuracy of inspection findings and contribution records with minimal supervision. • Balancing inspection, reporting, and community awareness responsibilities within set deadlines.	
10	**Duties and responsibilities** Simple statements starting with an action word: more important ones first; less than 10; cover main areas of work but not details you should find in Procedure Manuals. Areas to think of include policy/research/advice, preparing reports: external communication: administrative: legislative and what this particular job must achieve. For lower-level jobs it will be more specific e.g deliver, record, type, maintain.	
10.1	**Registration & Contribution Management**	• Register informal and semi-informal employers and self-employed workers. • Ensure voluntary contributors in communities are properly enrolled. • Coordinate and manage contribution collections from informal employers. • Follow up on late or missing payments and assist members to remain compliant
10.2	**Awareness & Outreach**	• Conduct awareness programs in towns, villages, markets, churches, and business communities. • Educate the informal sector about the benefits of savings, VNPF membership, and voluntary contributions. • Advocate for VNPF's role in community financial security and retirement savings.
10.3	**Customer Service & Member Support**	• Provide quality frontline service to employers and members. • Respond promptly to membership, registration, and contribution inquiries. • Ensure all information shared is accurate and easy for members to understand
10.4	**Compliance Monitoring**	• Monitor employer and member activities to ensure compliance with VNPF rules. (General inspection duties) • Report suspected breaches, late contributions, or false information.
10.5	**Reporting & Administration**	• Prepare monthly performance reports and submit them to the Team Leader Informal and Officer in Charge (Sanma). • Maintain accurate records of registrations, collections, outreach, and member interactions. • Assist the branch with administrative and service tasks as required.
11	**Key Relationships** The ideal tool to use when implementing the role of the position.	

11.1	**Reports Directly to** Reporting procedure.	Team Leader (Informal Sector)
11.2	**Responsible for** (Total number of staff).	Nil
11.3	**Frequent Internal Personal Contacts with…** (Managers, Team Leaders, staff).	◦ Informal Inspection team ◦ Team Leader Informal ◦ Officer In Charge (Sanma)
11.4	**Occasional Internal Personal Contacts with…** (Executives, that when making presentation on compliance projects)	Work with Team Leader Informal to ensure smooth preparation of tasks.
11.5	**Frequent External Personal Contacts with…** (Registered and non-register, Registered and non- registered Employers and Government statutory bodies)	◦ Unregistered business ◦ Street vendors ◦ Farmers ◦ Fishing Boat (fisherman) ◦ Kava Bar ◦ Domestic Workers ◦ Transports
11.6	**Occasional External Personal Contacts with…** (Government Statutory Bodies).	◦ Sanma Provincial Government Council ◦ Customs Department ◦ Vanuatu Maritime Safety Authority (VMSA) ◦ Public Land Transport (PLTA)
11.7	**Purpose of contact** Reason for contacting	◦ Reporting to team leader for any fraud and discrepancy ◦ Members and non-members well informed of the VNPF Act. ◦ Improve voluntary registration and collection. ◦ Monthly target is achieved. ◦ Improve monthly awareness and registration. ◦ Member well informed of their retirement, gain access to social benefits. ◦ Timely issue of new VNPF membership card ◦ Engagement with stakeholders to improve collection on government statutory bodies and small-scale business.
11.8	**Impact of Decisions** Think of the decisions this Post makes without help on a regular basis (weekly or monthly to greatly reduce the risk of serious things happening. Name the more important thing (s) decided.	Carry out duties and responsibilities according to the JDs and additional duties from the Team leader Informal.
11.9	**Special Conditions** e.g if unusual work hours, equipment or travel is required.	Prepare to take up responsibility beyond normal hours.
11.10	**Reason for Seeking Approval** (e.g Routine Revision of Existing Job Description, New Post, Regarding. State if any overlap or duplication with existing Job Description or new duties and responsibilities)	This role is being created to address a critical capacity gap within the Informal Sector department within sanma province.

12	**CRITERIAS TO BE SELECTED FOR THE POST** (Allow for some on-the job training to brining outsiders up to standard and do not unnecessarily bias the Post to certain people. Remember education is only one indicator of capability to do the job)	
12.1	**Qualification** the required qualification for the job e.g certificate, diploma, degree.	Bachelor's degree in management and public Administration or any other related field of studies;
12.2	**Experience** e.g number of years or level of experience in filing/keyboard work or driving; e.g., low- or high-level achievements in leadership, communicating, advising, managing resources, writing reports, advising clients, doing similar type of work etc.	At least 3 years or more working experience as an Informal Inspection officer or other fields related to the position.
12.3	**Special Skills** e.g vehicle license, driving record, computer word/excel etc.	• Good knowledge of VNPF Act, regulations, and policies related to member registration and contributions. • Strong observational and analytical skills to identify non-compliance and document findings accurately. • Ability to work independently and exercise sound judgment in the field. • Proficiency in recordkeeping and basic computer skills, including MS Office and database entry. • Cultural sensitivity and interpersonal skills to interact respectfully with diverse communities. • Physical fitness and willingness to travel extensively within the province and work in challenging environments. • High integrity, confidentiality, and ethical standards in handling sensitive information.
12.4	**Thinking style** e.g an analytical thinker, a practical thinker, creative thinker.	• Analytical thinker • Creative thinker • Practical thinker
12.5	**Communication/Interpersonal Skills** list the skills required of this position	• Excellent communication skills, both verbal and written, for effective member engagement and report writing.
12.6	**Behavioural Competencies** refers to the personal attributes or characteristics needed for the position.	• Trustworthy • Honest person • Teamwork Spirit • Technical Skills
12.7	**Language** English, French and Bislama is usual.	Write and understand English, and Bislama.
12.8	**Prepared in:** Human Resource Department	**Date:** 17 / 06 /2026
12.9	**Certified by:** Suka Manaroto Manager Corporate Services Division **Signature:** ..... **Date:** 17 / 06 /2026	
	DECISION OF GENERAL MANAGER	

12.10	Name: Mr. Paul Kaun Signature: ..... Date: 17 / 06 /2026
12.11	Employee Name: ..... Signature: ..... Date: / /2026