



JOIN TONGA DEVELOPMENT BANK – SHAPE THE FUTURE OF BANKING IN TONGA

Applications are invited from suitably qualified and experienced candidates for the position of Manager Operations, based at the Tonga Development Bank's Head Office and reporting directly to the Chief Executive Officer.

Role Purpose

The Manager – Operations is responsible for leading Branch Operations, driving business growth initiatives, and overseeing day to day operational activities, including Teller operations and selected digital and online banking products and services.

Key Responsibilities

1. Oversee daily branch and operational activities to ensure efficiency, compliance, and service excellence;
2. Lead and support business development initiatives and key strategic projects
3. Drive customer service standards and continuous process improvements
4. Monitor branch performance, reporting, and operational risk
5. Manage and develop staff to achieve high performance and productivity
6. Support marketing initiatives to promote products and grow the Bank's customer base
7. Ensure compliance with banking policies, regulatory requirements, and internal controls

Skills and Experience

Key Requirement:

1. Proven experience in banking operations, lending, or risk management
2. Strong leadership and people management skills
3. Sound understanding of banking regulations and operational processes
4. Strong analytical, communication, and problem-solving skills

Key Attributes

1. High level of integrity and professionalism
2. Strong customer focus and commercial acumen
3. Ability to lead change and drive results
4. Excellent planning and organizational skills

Qualifications: Relevant Tertiary qualification in Finance, Law, Compliance, or a related field. A minimum of 5 years' experience in regulatory compliance, banking operations, or financial services is required, with 7+ years and leadership experience considered an advantage.

Remuneration: The post of Manager Operations is classified at Band 4 with a salary scale ranging from TOP\$46,958 to \$70,437 per annum, depending on experience and qualifications.

Benefits: Attractive benefits are also available including staff loans, retirement fund scheme and excellent opportunities for advancement.

Applications: Internal Candidates interested in this role should submit their applications through their Managers.

Deadline : Deadline for All applications is Friday 22 May 2026, 4pm.

For further enquiries, contact Human Resource division, Head Office at phone 23-333.