



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

Applications are invited from suitably qualified and experienced candidates for the position of **General Manager 'Ave Pa'anga Pau**, based at the Tonga Development Bank Head Office and reporting directly to the Chief Executive Officer.

### Role Purpose

The General Manager 'Ave Pa'anga Pau (APP) is responsible for leading and managing the Bank's remittance operations to deliver efficient, affordable, and fully compliant services. The role is also responsible for driving business growth, enhancing customer experience, and ensuring achievement of operational and financial objectives.

### Key Responsibilities

- Lead and manage APP operations, staff, and overseas affiliates.
- Drive sales, marketing, and growth of APP remittance services.
- Ensure high standards of customer service and stakeholder engagement.
- Monitor remittance operations, FX activities, and overall performance.
- Ensure full compliance with Bank policies and AML/CFT regulatory requirements.
- Develop, review, and improve APP policies, procedures, and digital services.
- Prepare timely operational and management reports.
- Support staff development, training, and performance management.
- Identify and pursue opportunities for business expansion and innovation.

### Key Attributes & Skills

- Strong leadership, decision-making, and people management abilities.
- High level of integrity, professionalism, and accountability.
- Customer-focused, results-oriented, and performance-driven.
- Strong analytical, communication, and problem-solving skills.
- Ability to build and maintain strong stakeholder relationships.

### Qualifications

- Bachelor's degree in Banking, Finance, Business, Management, or related discipline.
- Postgraduate qualification or professional certification will be an advantage.
- Sound knowledge of banking operations, remittance services, FX, and AML/CFT compliance.

### Remuneration

This position is classified at **Band 3**, with a salary range of **TOP\$58,692 – \$88,038 per annum**, depending on qualifications and experience.

**Benefits:** Attractive benefits include staff loans, retirement fund scheme, and opportunities for professional development and career advancement.

**Application Process:** Internal candidates are required to submit their applications through their respective Managers.

**Closing Date:** Friday, 19 June 2026 at 4:00pm

