



RESERVE BANK OF VANUATU

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VACANCY NOTICE

Position: Manager Consumer Affairs

Department: Department of Financial Development and Consumer Affairs (DFDCA)

Reference No.: DFDCA–702

The Reserve Bank of Vanuatu (RBV) invites applications from suitably qualified and experienced individuals for the above position within the Department of Financial Development and Consumer Affairs.

Purpose of the Position

The Manager Consumer Affairs is responsible for leading the development, implementation, and monitoring of consumer protection framework, financial literacy and other consumer empowerment initiatives, and external dispute resolution guideline. The role ensures fair treatment of consumers in the financial sector and promotes financial education and inclusion across Vanuatu.

Key Responsibilities

- Provide strategic leadership in consumer protection and financial education programs
- Develop and strengthen consumer protection framework and policies
- Monitor compliance of financial services providers with regulatory standards and consumer protection standards and principles
- Review and resolve consumer complaints and disputes
- Lead nationwide financial literacy and awareness initiatives
- Build and maintain relationships with key stakeholders
- Supervise and develop Consumer Affairs staff
- Prepare reports and provide policy recommendations based on research
- Perform other duties as assigned by the Head of Department

Selection Criteria

- Bachelor's degree in Finance, Economics, Law, Public Administration, or a related field
- 5–7 years' relevant experience in financial services, regulation, or public policy
- Demonstrated leadership and stakeholder engagement experience
- Strong analytical, communication, and report writing skills
- Sound knowledge of consumer protection and financial inclusion

Additional Requirements

- Willingness to travel to outer islands as required
- Ability to work under pressure and meet deadlines
- Fluency in English; working knowledge of French is an advantage

Remuneration and Conditions

An attractive remuneration package will be offered, commensurate with qualifications and experience. Applicants must be fluent in both written and spoken English and have a good understanding of French.

Applications must be received no later than **date April 24th 2026** and should be addressed to:

**The Governor
Reserve Bank of Vanuatu
Private Mail Bag 9062
Port Vila
VANUATU**
aletet@rbv.gov.vu or recruitment@rbv.gov.vu

The Reserve Bank of Vanuatu is an equal opportunity employer committed to promoting a professional and inclusive work environment.