


Ministry:	Trade and Economic Development
Division:	Business Registry, Investment & Intellectual Property
Location:	Tongatapu
Job Title:	Assistant Registry Officer
Position Number:	
Reports to:	Head of Division
Band:	M
Salary:	\$17,171 - \$25,757
Job Purpose	<p>Ministry Profile Statement: The Ministry of Trade and Economic Development is the leader in enabling private sector growth and development through commitment to strengthen partnership with all stakeholders to effectively and efficiently deliver our services to fostering a conducive business environment, nurturing entrepreneurship, and strengthening global partnership for the sustainable development of our nation.</p> <p>Job Purpose: The purpose of this position is to ensure the effective administration, compliance, and enforcement of Tonga's business regulatory framework. The role is responsible for the proper application and administration of the Companies Act, Business Licence Act, Business Names Act, Foreign Investment Act, Incorporated Societies Act, Co-operative Societies Act, Charitable Trust Act, and Credit Union Act. The position supports business registration and licensing processes, monitors compliance, supports enforcement actions, manages revenue collection, and liaises with businesses and community stakeholders to promote private sector participation and adherence to regulatory requirements.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Ensure all business registrations, licences, incorporations, and related filings comply with relevant Acts and regulations. • Conduct preliminary compliance checks on applications and escalate suspicious or potentially fraudulent cases for investigation and enforcement action. • Support enforcement activities by compiling lists of overdue business licences and preparing cases for follow-up and compliance action. • Serve as the first point of contact for businesses, investors, and the public by providing high-quality customer service, legislative and compliance advice, and professional handling of inquiries and complaints, resolving matters within delegated authority or escalating where necessary. • Manage the accurate and timely processing of filings through the Business Registry Online system, maintain up-to-date registry databases, monitor application trends, and liaise with the ICT Unit to resolve system issues and improve system performance and accessibility. • Build and maintain effective working relationships with businesses, cooperatives, community leaders, and financial institutions, and conduct awareness and outreach programmes to improve understanding of business registration and compliance requirements.

	<ul style="list-style-type: none"> • Assist with training and mentoring new staff or interns on registry procedures, system use, and compliance obligations. • Collect, analyse, and report registry data (including business demographics, investment trends, and foreign participation) to support divisional policy discussions, corporate reporting, annual reports, and Cabinet submissions. • Ensure strict confidentiality of sensitive business and personal information and uphold integrity, transparency, and accountability in all interactions with clients and stakeholders. • Carry out any other duties as directed by the Registrar or the CEO from time to time.
Person Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • Strong knowledge of business registration and compliance processes under the Companies, Business License and related Acts • Good understanding of public sector financial procedures, including revenue collection and reconciliation. • Competence in using online business registry systems and Microsoft office applications • Excellent customer service and communication skills in both Tongan and English • Ability to analyse regulatory data, identify risks and prepare clear, evidence-based reports • Strong interpersonal and stakeholder engagement skills with the ability to work with diverse groups • Demonstrated integrity, accountability and confidentiality when handling sensitive information <p>Desirable:</p> <ul style="list-style-type: none"> • Familiarity with intellectual property registration (trademarks, patent, design) • Knowledge of compliance monitoring, enforcement and reporting procedures • Experience in community outreach, training, or capacity building for business operators • Ability to use digital tools for reporting, data visualization and stakeholder engagement. • Honest, Reliable, Accountable, Committed to hard work and professional
Qualifications and Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> • Relevant Diploma Level (5/6) TNQAB framework + up to 3 years' relevant work experience • Relevant certificate level 4/trade/technical qualification + 3 years' relevant work experience

	<u>Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)</u>
Authorised by (sign and date)	
Deputy CEO/ HOD	Name: Poinisetia Paongo Signature & Date:
CEO	Name: Distaquaine Tu'ihalamaka Signature & Date: 
Employee	Name: Vacant Signature & Date:

