

Position Description

Executive Support, Office of the GDO, CCHV - Hospital & Speciality Services

Region	Central	
District	Capital, Coast and Hutt Valley	
Directorate	Hospital & Specialist Services	
Manager	Group Director Operations	
Location	The primary base will be Wellington Regional Hospital.	
Reports	Direct Nil	
Key relationships	Internal <ul style="list-style-type: none"> Executive Assistant to GDO CCHV Senior Leadership Team & their EAs Other senior managers, clinical & professional leaders Finance 	External <ul style="list-style-type: none"> Health NZ - Te Whatu Ora HSS Partners - Legal team; Communication & Engagement; Data& Digital & Planning, Funding & Outcomes
Delegation authority	Finance – Nil	
Matters which must be referred to Group Director Operations	<ul style="list-style-type: none"> Escalating human resources issues Major quality, risk or safety issues Serious clinical standards failure Any matter that may affect the reputation of the service/s or CCHV 	
Children’s Act 2014	This position is not a children’s worker, requiring a safety check with the Ministry of Justice vetting before commencing.	
Date	16 February 2026	

National Context

The Government’s vision is to build a healthcare system that achieves healthy futures / pae ora for all New Zealanders, where people live longer in good health and have improved quality of life, and where there is equity in outcomes for Māori and communities with inequities.

Health NZ is a Crown agency working in partnership to build a healthcare system that is equitable and that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. In doing so, the totality of the reforms are expected to achieve five system shifts. This includes:

1. The health system will reinforce te Tiriti o Waitangi principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.

3. When people need emergency or specialist healthcare this will be accessible and high quality for all.
4. Health and care workers will be supported, valued and well trained for the future health system
5. Digital services will mean that many more people will get the care they need in their homes and local communities.

District description

Capital, Coast and Hutt Valley cover the greater Wellington, Kapiti and Hutt Valley region, providing hospital and health services in primary, secondary and tertiary health care total population base of approximately 445,000 citizens.

The district vision is simple – we know that by working together as one team across the district we can create a better health system with better health outcomes for our communities and make better decisions.

Our health institutions are the heart of meeting and improving the health outcomes of all the constituent populations in our sub region, and the region more broadly. Together we:

- Provide secondary and tertiary, medical and surgical hospital services alongside community based health care
- Work collaboratively with the community to create and support multiple health education initiatives and projects within the region
- Deliver health services as well as contracting external providers
- Provide local, sub-regional, regional and national health services as well as community based health, rehabilitation and support services.

Capital, Coast is primarily responsible for the hospital and health services delivered via the Wellington Regional Hospital in Newtown, a secondary and community facility at Kenepuru in Porirua, a Forensic Rehabilitation and Intellectual Disability Hospital at Ratonga Rua-o-Porirua; and Kapiti Community Hospital, as well as a number of community based mental health and renal services within the sub-region.

Hutt provides secondary and tertiary, medical and surgical hospital services alongside community based health care from its main facility, Hutt Hospital in Lower Hutt City. It is also the centre for four tertiary regional and sub-regional services – Plastics, Maxillofacial and Burns Services, Rheumatology, School Dental Services, and Regional (Breast and Cervical) Screening Services.

Team/Service Perspective

Service delivery within a hospital setting is dynamic and involves continuous improvement and innovation. The successful candidate will be responsible to supporting the Hospital and Specialist Services Leadership Group to deliver their key improvement priorities.

The Government has established five targets to support the delivery of better health outcomes for New Zealanders and to help improve the performance of our health services across the country:

- 90% of patients receive cancer management within 31 days of the decision to treat
- 95% of children fully immunised at 24 months of age
- 95% of patients to be admitted, discharged or transferred from ED within 6 hours
- 95% of people wait less than 4 months for a first specialist appointment
- 95% of people wait less than four months for elective treatment

Despite the targets being ambitious, Capital, Coast and Hutt Valley is generally meeting or exceeding expected milestones on all health targets.

Position Purpose

The purpose of the Executive Support position is to provide proactive, high quality, effective, efficient, professional and confidential executive assistance to the Office of the CCHV GDO and EA to GDO.

What you'll do

The Office of the GDO supports the GDO, and the Hospital & Specialist Services Leadership team, and the functions and processes for governance and decision-making required by the CCHV District.

This role also supports the EA to GDO manage governance meetings, and deputises for the Executive Assistant as necessary.

Activities are, but not limited to:

- Contract Approval process
- Governance meeting co-ordination
- Co-ordination of correspondence such as HDC, OIAs, DREPs, Ministerial's, Complaints and WPQs in liaison with the EA to GDO.

The volume of work and support this role provides is anticipated to increase in a devolved operating environment as accountability and responsibility move locally.

Leadership profile: Individual Contributor

Takes ownership of the work they deliver and the way they collaborate and engage with others

Lead self	Lead others	Lead the Organisation
<p>Be an exemplar of the Agency's desired culture and Public Sector Spirit of Service</p> <p>Effectively plan, prioritise and deliver work that you are accountable for</p> <p>Draw on data, insights and critical thinking to deliver work outcomes for your team and the Agency</p> <p>Take responsibility for your professional development, seeking support from your manager and the Agency where required</p>	<p>Has strong interpersonal skills, can work collaboratively and has the ability to bring teams together to create a shared vision and resilience and confidence to deliver it</p> <p>Champion an inclusive, diverse and safe workplace where people thrive</p> <p>Convene and collaborate with key stakeholders</p> <p>Is visible, responsive, has a can-do attitude and makes decisive decisions</p>	<p>Ensure you understand CCHV's strategy and how your role fits into the bigger picture</p> <p>Ensure you understand, embrace and operationalise the principles of Te Tiriti o Waitangi</p> <p>Understand the impact of the work you deliver and how this relates to other work across the Agency and the sector</p> <p>Ensure you understand and adhere to the Agency's policies and processes that are relevant to your role and the work you deliver</p>

Key Accountabilities

The following role accountabilities may evolve with organisational change and there may be additional duties, relevant to this position that will be required to be performed from time to time.

Competency	Behaviours
<p>Executive & secretarial support</p>	<ul style="list-style-type: none"> • Organise and provide proactive high-level confidential executive and secretarial support for the Group Director Operations. • Manage and coordinate the administrative function for the Director through effective time management, diary management, managing the

Competency	Behaviours
	<p>workflow of correspondence, monitoring important issues, and follow-up action when required, when deputising for the EA to the GDO.</p> <ul style="list-style-type: none"> • Identify the need for and facilitate the timely preparation of briefing notes/materials for meetings. • Work autonomously to formulate agendas and minute high level Executive meetings and undertake follow up action as required on behalf of the Group Director Operations. • Maintain a good working knowledge of current matters/issues relating to the Hospital & Specialist Services directorate and provide advice and assistance for the Director as required. • Receive contracts and agreements requiring the GDO's approval. Ability to extract a summary of important information needed for the GDO to make an informed decision and to correctly identify which delegation authority is required.
General administration	<ul style="list-style-type: none"> • Timely, high quality and accurate preparation of letters and reports for the Director when required. • Identify and initiate draft correspondence, presentations, etc. for the Director when required. • Develop effective systems for the secure storage, filing and retrieval of information for the Office of the Group Director Operations in line with Data Protection and Privacy Act requirements. • Liaise effectively with other EAs and support staff and provide back-up support to EAs where required. Provide general administrative support as needed, including, photocopying, booking rooms, catering, taking minutes and follow-up actions for meetings. • Manage the Office of GDO inbox and coordinate responses in a timely manner. • Ensure appropriate levels of floor supplies are maintained within budget and manage the appearance of the office area. • Promote and actively participate in networks and/or related forums. • Assist with onboarding/offboarding tasks. • Basic accounting duties (including keeping records, creating purchase orders using Oracle Finance System, processing invoices and liaising with suppliers and the Accounts team).
Stakeholder service	<ul style="list-style-type: none"> • Liaise and effectively communicate (both written and verbal) directly with members of the public, external organisations and personnel at all levels and disciplines within CCHV District in the dissemination of information and decisions with tact, diplomacy, respect and in a professional manner. • Examine and research reports, correspondence and submissions as required for consideration/ discussion and take further action as necessary within predetermined authority and monitor timeframes to ensure all necessary actions/follow-up and responses are completed within these timeframes. • Using discretion, autonomously redirect and respond to matters on behalf of the GDO.
Best practice	<ul style="list-style-type: none"> • Actively participate in a working environment supporting quality human resources management practices including employment equity, antidiscrimination, work, health and safety, and ethical behaviour.

Competency	Behaviours
	<ul style="list-style-type: none"> Support a positive culture within the office which encourages and recognises high performance, builds leadership capabilities and supports staff to maximise their health and wellbeing. Maintain sensitivity and confidentiality during all interactions and liaisons with staff and stakeholders.
Health & Safety, Compliance and Reporting	<ul style="list-style-type: none"> Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Ensures active management and compliance with all relevant statutory, safety and regulatory requirements applicable to the team. Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Understands, and operates within the financial and operational delegations of their role, ensuring peers and team members are also similarly aware.
Te Tiriti O Waitangi	<ul style="list-style-type: none"> Is actively committed to learning, growing, strengthening and applying Te Arawhiti Māori Crown Relations Capability Framework for the Public Service - Lead yourself and others to build capability to understand Te Tiriti of Waitangi, mātauranga Māori, and kaupapa Māori and their application to services within your Group Can build cultural competence, cultural intelligence and cultural safety Challenges current processes and thinking, leading the development of new thinking that will deliver equitable outcomes with Māori enjoying and achieving health outcomes as Māori. Prioritises and promotes the implementation of Te Whatu Ora's Māori health strategy and proactively targets Maori health initiatives by which Maori health gains can be achieved

Other aspects of capability not covered by the above competencies

Honouring te Tiriti o Waitangi

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i ōna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi. Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Your health, safety and wellbeing

At HNZ we expect all of our Individual Contributors to:

- Help maintain a safe working environment within the Agency by complying with and supporting all health and safety policies, guidelines and initiatives

- Know what to do in the event of an emergency or if a health and safety incident or near miss occurs
- Know how to keep yourself and others safe at work from hazards and risks relevant to your role.

Diversity and Inclusion

HNZ welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities and religions. A requirement of this role is to actively support and promote our diversity and inclusion principles.

What you'll bring to the role

A. Knowledge, Skills & Experience:

- Experience and knowledge in providing pro-active high level executive/secretarial and administration support in a dynamic and changing environment, as well as experience using a wide range of computer programs and applications and information management systems.
- Demonstrated ability to work autonomously, utilise discretion and deal with matters in the absence of decision makers to establish work priorities, meet deadlines, proactively identify and resolve issues and negotiate effective outcomes in a complex environment.
- Excellent level of ICT skill including suite of MS Office products.
- Well-developed interpersonal skills.
- High level communication and interpersonal skills to enable effective interaction in individual and group situations, including skills in dealing with matters of a sensitive and confidential nature, and well developed analytical and problem solving skills.
- High level organisational skills including an ability to effectively manage high volumes of work and conflicting demands.

B. Someone well-suited to the role will place a high value on:

- Being organised, informed, and prepared for anything that comes their way
- Ability to build and develop excellent working relationships
- Problem solver, with common sense and initiative
- Continuous improvement by analysing systems and processes for the best outcome
- Excellent attention to detail