

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

Title	Service Administrator			
Reports to	Operations Manager			
Location	Wellington			
Department	Patient Administration Services			
Delegated Authority	HR	NA	Finance	NA
Date	14-07-2026			
Salary band (indicative)ⁱ	SP Band 5			
Children's Worker roleⁱⁱ	No			

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

Provides a timely, professional and high-quality administrative service to the Operations Manager, and the PAS service as directed.

Key Result Area	Expected Outcomes / Performance Indicators
Administrative Support	- Provides effective and efficient general administration services to the Operations Manager including but not limited to: - Diary management. - Task and file management. - Correspondence management including: - Composing and typing letters on routine matters, - Screening telephone calls, visitors and letters. - Meetings administration. This will include agenda preparation, minute taking and distribution for meetings. General support including: - Monitoring and maintaining stationery and printing requirements, - Organising functions and venues and catering management,

	HR administration support to the service such as: • Providing support for recruitment and selection including processing of documentation • Preparing employment agreements and other routine correspondences relating to changes in terms and conditions of employment, parental leave applications, exits/transfers/secondments, amongst others.
Stakeholder Engagement	• Works collaboratively with other Group administration staff • Willingness to provide cover for the other administrators within the Directorate
Invoice and Expense Administration:	• Preparing, checking for accuracy, completeness and forwarding invoices, expense and CME claims to OM for signature. • Returning incomplete invoices and expense claims to correct service leader, passing on all outsourced invoices to the Management Accountant for noting on the tracking sheet. • Filing all outsourced procedures with appropriate documentation attached, and onward forwarding to finance for further processing. • Other duties as required to meet the operational requirements of the service
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Health & safety	• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. • 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.

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Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

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Relationships

External	Internal
▪ Recruitment Team ▪ ICT ▪ General Public ▪ Travel Agency ▪ Catering Services ▪ Courier Services	• Team Leaders, • PAS Key relationships within the Directorate • All PAS staff

About you – to succeed in this role

You will have

Essential:

- NCEA Level 3 or equivalent qualification, or a certificate/diploma in Business Administration or a related field.
- Strong computer literacy, including working knowledge of Microsoft 365 (Outlook, Word, Excel and Teams).
- Excellent organisational skills with the ability to prioritise competing tasks and meet deadlines.
- High level of accuracy, attention to detail and commitment to maintaining confidentiality.
- A professional, positive and service-focused approach when working with patients, whānau, clinicians and colleagues.

Desired:

- Previous experience working within the health sector or a large complex organisation.
- Knowledge of administration systems or healthcare applications.
- Understanding of healthcare administration processes and patient confidentiality requirements.
- Experience supporting multiple stakeholders in a fast-paced environment.
- Business administration qualification or relevant industry training.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.

- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- [Support the onboarding of new team members as required.
- Assist with implementing new systems, processes or service improvements.
- Analyse issues, identify practical solutions and escalate concerns appropriately.
- Work confidently across multiple systems while maintaining accuracy under pressure.
- Contribute ideas that improve patient experience and administrative efficiency.
- Demonstrate resilience and flexibility when responding to changing service demands.
- Build effective relationships with internal and external stakeholders to support service delivery.
- Champion a culture of continuous learning, collaboration and quality improvement.]

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.