

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, General Medicine
Location	Wellington Regional Hospital
Department	Hospital Operations Directorate
Salary band (indicative)ⁱ	\$76,000 - \$84,000
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:

[Provide timely, professional and high-quality administrative services to the Operations Manager, Clinical Leader of General Medicine, Project Managers working for Directorate and wider management team.

The Service Administrator plays a key role in ensuring the effective and efficient operation of General Medicine services through the delivery of comprehensive administrative and secretarial support. Working collaboratively with other administrators and support staff, the position contributes to the smooth functioning of the Directorate and supports the achievement of organisational objectives.

Key Result Area	Expected Outcomes / Performance Indicators
Secretarial Administrative Support	- Provides proactive and responsive administrative support to the Operations Manager and leadership team - Maintains accurate and well organised electronic and physical filing systems ensuring information is current, secure and easily accessible - Produces high quality correspondence, reports, presentations, meeting documentation and other business material in a timely manner - Coordinates meetings, including preparation of agendas, minute taking, action tracking and distribution of documentation

	• Manages diaries and schedules effectively, ensuring priorities are appropriately coordinated • Organises events, functions, venue bookings, catering and associated logistics • Coordinates travel arrangements in line with organisational policies and procedures • Provides administrative support for invoice processing, expense claims and financial documentation • Supports quality improvement activities, complaints management processes and reporting requirements • Maintains confidentiality and professionalism in all interactions and documentation
Team Work	• Works collaboratively with administrative colleagues and multidisciplinary teams across the Directorate • Contributes positively to a supportive and effective team environment • Demonstrates flexibility and willingness to provide administrative cover and assistance across services as required • Builds and maintains effective working relationships with internal and external stakeholders
Professional Development	• Actively participates in relevant training, education and development opportunities • Demonstrates commitment to continuous learning and professional growth • Maintains knowledge of organisational systems, policies and procedures relevant to the role
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
• General Public • Travel Agency • Catering Services • Courier Services	• Clinical Director • Clinical Leaders • Executive Directors • Operations Managers • Project Managers • Service Leaders • Clinicians • RMO Coordinator • ICT • Payroll • Recruitment Team • Human Resources Team • Personal Assistant to Group Manager • Service Administrators

About you – to succeed in this role

You will have

Essential:

- [Proven experience in a senior or high level administrative role within a large and complex organisation
- Knowledge of healthcare environments, including an understanding of clinical services, systems and process
- Advance proficiency in Microsoft Office applications, including Word, Excel and PowerPoint
- Demonstrated experience in diary management, meeting coordination and preparation of accurate meeting minutes
- Strong organisational and time management skills with the ability to manage multiple priorities
- A high level of accuracy, discretion and confidentiality

Desired:

- Previous experience working within the health sector
- Experience supporting senior leaders or management teams
- Knowledge of health information systems and organisational processes

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:

- [Strong relationship management and stakeholder engagement skills
- Experience applying a people centred approach to problem solving
- Confidence to prioritise workload, make decisions and work independently
- Effective records management, filing and information retrieval skills
- Ability to identify process improvements and implement practical solutions

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.