

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	Team Coordinator - Admin
Location	Wellington Regional Hospital
Department	Surgical Services
Date	09 July 2026
Salary band (indicative)ⁱ	Band 5, National Health Administration Workers Pay Scale
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:

[Work with a small team of Administrators within the surgical group at Wellington Regional Hospital, who provide support to the Surgical Services Group.

The Service Administrator provides a timely, professional and high quality administrative support to the Operations Managers.

A key responsibility of this position is to provide services to support the administrative functioning of Surgical Services, to achieve the goals and objectives of the service. This support will enable the delivery of timely, professional and high quality administrative services that will assist Operations Manager and team members to provide a safe, quality service that is in line with best practice and service specifications.

Key Result Area	Expected Outcomes / Performance Indicators
Administrative Support	- Provides effective and efficient general administration support to the Operations Managers ensuring priority tasks are completed in a timely and accurate manner: - Calendar management - Task and file management - Proactive reminders regarding deadlines - Preparation and formatting of documents

	○ Holiday Act Compliance activities including maintaining rosters, leave coordination and processing timesheets • Coordinating annual processes for services, including monitoring deadlines, following up and ensuring completeness: ○ annual reviews, safety checking/vetting processes, car parking permits, annual practicing certificate renewals etc • Meetings administration support: ○ Maintaining meeting schedules, booking rooms, facilitating meeting technology, agenda preparation, circulating papers, minute taking and distribution. • HR administration support: ○ Providing support for recruitment and selection including processing of documentation and interview logistics ○ Preparing employment agreements and other routine correspondences relating to changes in terms and conditions of employment, parental leave applications, exits/transfers/secondments etc • Financial administrative support: ○ Creating requisitions and purchase orders ○ Processing invoices for payment ○ Setting up new suppliers ○ Assisting staff with queries regarding Flexipurchase and CME claims • Quality and Complaints Administration support: ○ Follows the SOP for the complaint process. ○ Assists in the timely response of complaints by ordering medical records, following up with contributors, monitoring due dates and formatting responses. • General support including: ○ Photocopying/scanning/printing as required ○ Collecting and dispatching documents as required ○ Organising functions and venues and catering management ○ Arranging travel • Other duties as required to meet the operational requirements of the Surgical Services Group.
Customer Service	• Provides professional frontline service. • Displays a courteous and friendly demeanor at all times when dealing with internal and external contacts. • Communicates directly with Operations Manager's direct reports advising them on matters pertaining to their operations. • Contributes collaboratively to tasks required keep Surgical Services running smoothly, for example: ○ Coordinating the kitchen roster ○ Maintaining and ordering stationery/kitchen supplies ○ Delivering mail ○ Liaising with facilities contractors/cleaners

Team Work	• Works collaboratively with other Service Group administration staff • Proactively shares knowledge with the team • Identifies and contributes to process improvement initiatives • Willingness to provide cover to the other administrators within Surgical Services.
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
• 3rd Party Service Providers • General Public	• Operations Managers • Clinical Leaders • Charge Nurse Managers • Medical Staff

- Administrators
- ICT Team
- Recruitment Team
- Accounts Teams
- Business Services Manager
- Consumer Engagement Team
- Centre of Clinical Excellence
- Facilities/Cleaners
- Catering
- Purchasing

About you – to succeed in this role

You will have

Essential:

- Knowledge and experience in a people-facing admin role preferably supporting a manager
- Experience of supporting meetings including the production of supporting documentation.
- Experience in dealing with stake holders, customers and staff in a sensitive environment.
- Competent in using the Microsoft suite and have the ability to quickly learn new applications/systems required for the role
- Strong attention to detail and excellent numerical skills
- Proven ability to develop effective working relationships
- Excellent verbal and written communication skills
- The ability to work autonomously and also as part of a team

Desired:

- Knowledge of Health environment is an advantage

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:

- Demonstrate well-developed time management skills to enable deadlines to be managed and met.
- Be confident in dealing with staff at all levels

- Be comfortable prioritising multiple responsibilities and demonstrate resilience in a busy environment
- Ability to follow processes (also discerning when a situation may require a slightly different process within policy and procedural confines).
- Manage information, records, and databases while maintaining accuracy and confidentiality.
- Support operational projects and initiatives through effective coordination and follow-up.
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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.