

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	Senior Transport & Travel Co-Ordinator			
Reports to	Head of Transport & Travel CCHV/Wairarapa			
Location	This position is expected to work across Wellington Regional Hospital, Kenepuru Hospital and Hutt Valley Hospital.			
Department	Non Clinical Support & Delivery			
Direct Reports	N/A		Total FTE	1
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	28/07/2026			
Salary band (indicative)ⁱ	Band 6 \$71,196 – \$81,600			
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:

To provide day to day direction and oversight to the Transport administration team and ensure that the administration is managed across all aspects of the service to ensure that it is able to support the needs of the organisation.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	- Day to day oversight and coordination of administration functions for the service - Rostering of staff ensuring appropriate resources are available to cover all daily requirements - Responsible for the allocation and completion of work throughout the administration team - Ensures administration team is trained to required standard
Service Delivery	Provides a professional, customer service-based approach to all services

	• Actively participates in the improvement/enhancement of systems including the Fleet wise booking service • Maintains clear and concise records • Training of staff and internal customers in the use of systems used by the transport service • Ensures all vehicle records are up to date • Liaises with external providers to ensure compliance is maintained • Relevant reports are written on time and meet the required standard • Complaints are acted on and resolved in a timely manner
Fleet Administration	• Actively participates in the improvement/enhancement of systems including the Fleet wise booking service • Maintains clear and concise records • Training of staff and internal customers in the use of systems used by the transport service • Ensures all vehicle records are up to date • Liaises with external providers to ensure compliance is maintained • Relevant reports are written on time and meet the required standard • Complaints are acted on and resolved in a timely manner • Assists the Transport department in managing and maintaining the fleet • Assists with the maintenance of SERVICE/WOF and Registration records in Fleetwise, including the purchasing of RUCS as required • Assists with the booking of vehicles for repairs and maintenance
Administrative Support	• Assists the Transport Administrator in the tasks of travel, transport and fleet management • Provides relief for Kenepuru and Hutt transport offices when needed • Assists the Senior Fleet Planner and Head of Transport & Travel as required • Assists with driving tasks if necessary -Relocation of vehicles, delivery of vehicles. • Prepares invoices for authorisation and prompt payment • Prepares timesheets for approval • Assists in rostering if required • Travel bookings and maintaining records of travel services •
Travel Administration	• Assists with Travel administration and bookings for district staff • Maintains records of travel related requests and functions • Assists with delivery of the Wellington Regional Hospital Travel Action Plan where required • Assists with regular reconciliation of taxis services provided to the organisation

	Provides support to users of the Taxi and Travel systems in use by the district.
Te Tiriti o Waitangi	- Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. - Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. - Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	- Commits to helping all people achieve equitable health outcomes. - Demonstrates awareness of colonisation and power relationships. - Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. - Shows a willingness to personally take a stand for equity. - Supports Māori-led and Pacific-led responses.
Culture and People Leadership	- Leads, nurtures and develops our team to make them feel valued. - Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. - Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. - Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation's strategic and business goals. - Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
Innovation & Improvement	- Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. - Models an agile approach –tries new approaches, learns quickly, adapts fast. - Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	- Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. - Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

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.

Key Result Area	Expected Outcomes / Performance Indicators
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.
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Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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.

Relationships

External	Internal
• Vendors and Suppliers • Local and Central Government Agencies • Patients • Visitors •	• All CCHV/W Transport Staff • Health New Zealand Staff •

About you – to succeed in this role

You will have

Essential:

- At least 2 years' experience in a senior administration, coordinator, or similar role within a complex organisation including responsibility of overseeing staff workloads, priorities and day-to-day operation.
- Strong leadership, planning, problem solving, decision-making and negotiation skills; high level verbal and written communication; excellent organisational ability.
- Proven capability to supervise staff in administrative environment, with demonstrated understanding of sound administrative practices, a tertiary qualification is not required but equivalent practical experience in a senior administrative role is essential
- High level of confidence with MS Office Suite with demonstrated proficiency in MS Excel
- Full Class 1 NZ Licence and ability to drive manual vehicles.

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- A tertiary qualification in business administration, or a related discipline is desirable but not essential.

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 strong leadership, planning, problem solving, decision-making and negotiation skills; high level verbal and written communication; excellent organisational ability.
- Demonstrate the ability communicate effectively with a wide section of internal and external customers, stakeholders and the public.
- Champion quality service delivery and continuous improvement. Actively identifying opportunities to strengthen processes and encouraging innovation and learning within the team.
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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.