

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	Rotational Pharmacy Technician
Reports to	Pharmacy Technician Team Leader
Location	Primary location Wellington Hospital, secondary location Kenepuru Hospital
Department	Pharmacy
Date	August 2026
Salary band (indicative)ⁱ	PSA CEA, 5.3.4 Core Scale steps 3-7
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 technical support in the rotational areas of dispensary, production and the imprest service to allocated wards and departments.

Key Result Area	Expected Outcomes / Performance Indicators
Service Delivery	- Assists the Senior Production Technician with the provision of an aseptic compounding service. - Assists the Senior Dispensary Technician with the provision of non-imprest dispensing service for inpatients, including clinical trials, unregistered medicines and non HML medicines. - Provides an efficient and effective imprest service to designated wards and departments. - Orders, packs, checks and delivers imprest items as rostered. - Assists the Clinical Trials Pharmacist and Clinical Trials Technician with the provision of a clinical trials service. - Organises and ensures adequate stock in production areas. - Assists in the provision of medicine reconciliation services by taking medication histories under the supervision of a Pharmacist.

Quality Improvement	• Participates in the service's quality improvement activities. • Complies with standards and works to improve patient/client satisfaction. • Identifies improvement opportunities and notifies the manager of these. • Provides good patient/client service and is responsive to patient/client requests or complaints. • Provides support for and leads pharmacy related projects, as required.
Information Technology	• Ensures accurate and rapid processing of all transactions through the pharmacy computer system so that recovery of revenue is efficient and inventory control is optimised • Aids in the monitoring of inventory to ensure good inventory control and continuity of supplies. • Uses the pharmacy dispensing system for dispensing and inventory control • Uses Pyxis for imprest services to wards.
Resource Control	• Ensures rapid processing of transactions so that recovery of revenue is efficient and inventory control is optimised.
Risk minimisation	• Identifies risks and notifies the manager of these. • Participates in the service's risk minimisation activities. • Complies with Capital, Coast & Hutt district Reportable Events policy and other policies and procedures. • Actively contributes to risk minimisation activities within the service.
Education & Training	• Participates in continuing education training programmes (this may involve out of hours study as well as working hours). • Works to complete New Zealand Certificate in Pharmacy (Pharmacy Technician) (Level 5) within agreed timeframe if training.
Occupational Health & Safety	• Complies with responsibilities under the Health & Safety in Employment Act 1992. • Actively supports and complies with Health & Safety policy and procedures.
General	• Works as part of the pharmacy team to ensure operational duties are fulfilled. • Undertakes other duties as requested by the Pharmacy Manager. • Meets the changing needs of the service. • Complies with responsibilities under the Privacy Act 1993. • Complies with legislation & standards relating to pharmacy practice. • Participates in the Saturday roster, Public holiday roster cover and on-call roster as provided by the Pharmacy Department.

	• Attends meetings and committees as requested by the Pharmacy Manager as the departmental representative. • Respects confidentiality of information pertaining to patients, staff and management.
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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.
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.

Matters which must be referred

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

Relationships

External	Internal
• RMOs • Charge nurse managers • Registered nurses • NZ Hospital Pharmacists Association	• Pharmacy Service Manager • Team Leaders • Specialist pharmacists • Rotational Pharmacists • Specialist Pharmacy Technicians

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| <ul style="list-style-type: none"> • Pharmaceutical Society of NZ • Open Polytechnic, if in training | <ul style="list-style-type: none"> • Rotational Pharmacy Technicians • Pharmacy Interns • Pharmacy Assistants • Pharmacy Admin staff |
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About you – to succeed in this role

You will have

Essential:

- [New Zealand Certificate in Pharmacy (Pharmacy Technician) (Level 5) or enrolled with Open Polytechnic of NZ working towards qualification

Desirable

Current driver's license[

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.

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.