

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	Integrated Operations Centre (IOC) Administrator			
Reports to	Nurse Manager			
Location	Wellington Regional Hospital			
Department	IOC			
Direct Reports	N/A		Total FTE	0.6FTE
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	30-09-2026			
Salary band (indicative)ⁱ	SP			
Children's Worker roleⁱⁱ	Yes			

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 high-quality administrative, reception, coordination, and customer service support to the Integrated Operations Centre, with a particular focus on:

- Safe staffing allocation processes
- National Travel Assistance (NTA) coordination
- Data entry and reporting
- Administrative support for hospital flow operations
- Maintaining databases and information systems
- Supporting patients, whānau, and clinical teams

Key Result Area	Expected Outcomes / Performance Indicators
Service Delivery	• Provide an efficient administrative service to the IOC. • Ensure timely coordination of staff allocation and NTA activities. • Prioritise workload to support safe patient care. • Provide client-oriented front office services. • Maintain NTA, TrendCare and IOC allocation databases. • Provide team support as required. • Word processing completed accurately and on time. • Prompt and accurate responses to requests. • Positive feedback from Charge Nurse Managers and consumers. • Demonstrates flexibility and teamwork. • Complaints kept to a minimum
Administration Functions	• Photocopying, filing, mail dispatch, file tracking and other administrative tasks. • Arrange meetings, appointments and venues. • Enter data into IOC systems. • Tasks completed accurately and within agreed timeframes. • Meetings and materials prepared appropriately. • Meeting notes returned within 24 hours. • Filing systems maintained to corporate standards. • Information accurately recorded.
Customer Service	• Foster mutual respect and cooperation. • Support healthcare staff, patients and families. • Maintain a professional telephone manner. • Escalate concerns to the Nurse Manager. • Effective communication. • Professional first point of contact. • Positive feedback. • Cooperative working relationships. • Prompt responses to enquiries. • Accurate message handling.
Record Management	• Maintain accurate filing systems. • Maintain IOC databases. • Ensure confidentiality and privacy. • Comply with Ministry of Health NTA framework • Desk file reviewed at least every three months. • Recruitment and staffing databases accurate. • No confidentiality breaches. • Accurate Bureau and NTA reporting. • Accurate travel booking and reimbursement processing. • Accurate invoice management. • Accurate neonatal NTA reimbursement claims.

	Registration of patients with HealthPAC for NTA.
Information Systems	- Maintain knowledge of relevant computer systems. - Attend training as required. - Report system faults. - Good knowledge of relevant systems. - Prompt reporting of issues to IT and management.
Professional Development	- Maintain professional development. - Maintain a professional appearance. - Participation in performance reviews. - Identification of learning needs. - Ongoing skill development. - Professional presentation.
Quality and Risk	- Participate in quality improvement initiatives. - Minimise risk. - Comply with policies and procedures. - Increased customer satisfaction. - Regular process review. - Identification and reporting of risks. - Compliance with organisational policy.
Occupational Health & Safety	- Comply with Health and Safety requirements. - Understanding of Health and Safety policies. - Active participation in hazard management. - Reporting unsafe conditions and incidents. - Appropriate use of protective equipment.

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
- Other Charge Nurse Managers - ACNMs and Registered Nurses - Operations Managers - Team Coordinators - Team Leaders	- IOC Operations Manager - IOC ACNM - IOC Staff Recruiter - Duty Nurse Managers - Bureau Staff - Patients (Inpatients and Outpatients)

About you – to succeed in this role

You will have

Essential:

- High-level word processing skills.
- Demonstrated attention to detail, spelling, grammar and document layout.
- Ability to maintain patient and office confidentiality in accordance with the Privacy Act.
- Previous experience providing administrative support to a team.
- Proven experience in a customer service, administration or call-centre environment.
- Knowledge of the health sector desirable.
- Working knowledge of:
 - Microsoft Word
 - Microsoft Excel
 - Microsoft Outlook

- PMS systems
- Sound knowledge of office administration systems and procedures.
- Process-driven approach to work.
- Previous experience in a health environment desirable.

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.

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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.