

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	Team Support Administrator
Reports to	Service Manager – Inpatient Allied Health
Location	Wellington Hospital
Department	Inpatient Allied Health
Date	21/09/2026
Salary band (indicative)ⁱ	National Health Admin Workers Collective Agreement– Band 4
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

Based on Level 10, Grace Neil Block, at Wellington Hospital, you will work alongside a range of Allied Health teams and play a key role in keeping the area running smoothly. You will be a central point of support for staff, helping create an organised, responsive and welcoming environment.

The Team Support Administrator provides administrative and operational support to Allied Health Team Leaders and their teams, enabling the delivery of efficient, high-quality services to patients and whānau. Working across multiple Allied Health services, the role is responsible for coordinating a range of day-to-day administrative functions, ensuring clinical and non-clinical staff are supported to focus on patient care.

The role acts as a central point of contact for administrative enquiries, managing telephone calls, supporting outpatient appointment processes and referral administration, maintaining records and documentation, coordinating stock ordering and supplies, and assisting with technology and system-related requests. Through the provision of responsive, organised, and professional administrative support, the Team Support Administrator contributes to the smooth operation of Allied Health services and a positive experience for patients, whānau, and staff.

Work in other areas may be required, as identified, or following a reasonable request, in order to support the organisation in managing safe patient care and maintaining service delivery.

Key Result Area	Expected Outcomes / Performance Indicators
Administrative Functions	• Provide day-to-day administrative support to Allied Health Team Leaders and their teams. • Respond to telephone calls and enquiries and direct these to the appropriate person or service. • Undertake copying, scanning, filing and general document management. • Assist with correspondence, documents and other administrative tasks as required. • Maintain accurate and organised electronic and physical records, including desk files. • Support the coordination and smooth running of the Level 10 GNB work environment. • Identify and follow up day-to-day administrative issues that may impact the effective functioning of the teams. • Ensures that information is collected and stored in a confidential manner incorporating privacy and data protection requirements
Meeting coordination	• Coordinate meetings, including scheduling and room bookings where required. • Prepare and distribute meeting agendas and supporting documentation. • Attend nominated meetings and accurately record minutes, actions and decisions. • Distribute meeting minutes and maintain action lists. • Follow up outstanding actions where appropriate
Patient and Referral Administration	• Support the administrative management of referrals through WebPAS. • Monitor referral queues/worklists and ensure referrals are directed or actioned appropriately in accordance with service processes. • Book and coordinate patient appointments as required. • Responsibility is taken for medical records whilst in the department and they are “tracked” and returned promptly once related tasks are completed. •
Ordering and Stock Management	• Coordinate ordering of supplies and equipment through FPIM. • Undertake regular stocktakes. • Monitor stock levels and proactively reorder supplies to maintain appropriate levels. • Liaise with team members regarding equipment and consumable requirements. • Assist with receipt, distribution and organisation of stock and supplies. • Maintain organised and appropriately stocked shared spaces
New Staff onboarding	• Provide administrative support for the onboarding of new Allied Health staff.

	• Coordinate relevant access, equipment and technology requests. • Assist with preparation of workspaces, devices and other resources prior to staff commencing where possible. • Support new staff to understand relevant administrative processes and systems. • Work with Team Leaders and relevant support services to ensure onboarding requirements are followed through
Technology and Systems Support	• Coordinate technology requests for new and existing staff. • Log IT service requests/tickets and follow these through as appropriate. • Assist staff to navigate routine administrative systems and processes.
Team and Workplace coordination	• Act as a central administrative contact for the Allied Health teams on Level 10 GNB. • Help ensure shared administrative and team spaces remain organised and functional. • Coordinate requests relating to facilities, equipment, supplies and technology. • Build positive working relationships across the Allied Health teams and wider organisation. • Anticipate routine administrative needs and take appropriate action to support the smooth running of the teams. • Contribute ideas for improving administrative processes and ways of working

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
- Patients, whānau and caregivers] - Suppliers and external service providers - Other Healthcare providers as required	- Allied Health Service Manager - Allied Health Team Leaders - Allied Health clinicians - PAS Administrators and reception teams - Nursing, medical and other clinical teams - Finance and Procurement - Digital/IT Services - Facilities - Health and Safety representatives - Other hospital and support services as required

About you – to succeed in this role

You will have

Essential:

- Previous experience in an administrative, team support, reception or coordination role.
- Experience using Microsoft Office applications, including Outlook, Word and Teams.
- Experience managing calendars, meetings, documentation and general administrative processes.
- Strong written and verbal communication skills.

- Demonstrated ability to prioritise workload and work independently

Desired:

- Previous experience working within a healthcare or hospital environment.
- Experience supporting clinical or Allied Health teams.
- Experience using WebPAS or other patient management systems.
- Experience using FPIM or organisational purchasing/order systems.
- Experience with patient appointment and referral administration.
- Experience supporting staff onboarding and coordinating IT/system access

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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Desired:

- Work confidently within a healthcare or clinical environment.
- Understand the administrative processes that support Allied Health or other clinical services.
- Identify opportunities to improve administrative processes and ways of working

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.