

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	Project and Change Manager
Reports to	General Manager, Non-Clinical Support & Delivery
Location	Wellington Regional Hospital and Hutt Hospital
Department	Non-Clinical Support & Delivery, Hospital & Specialist Services
Date	18 September 2026
Salary band (indicative)	SP21
Direct reports	Nil
Children's Worker role	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:

Reporting to the General Manager, Non-Clinical Support & Delivery, this role leads business, workforce and service-user change and improvement projects across the Non-Clinical Support & Delivery portfolio and wider District. The role scopes and delivers projects and change initiatives of varying scale and complexity, including complex, cross-service and high-risk assignments, and supports priority District programmes, including safety and operational-improvement initiatives. Assignments may span multiple non-clinical services and sites and affect operational continuity, workforce, contractors, technology, facilities and patient-facing support services across Capital, Coast and Hutt Valley. The role works across Wellington Regional Hospital and Hutt Hospital and operates with a high degree of autonomy, applying sound judgement and escalating decisions outside agreed tolerances.

Key Result Area	Expected Outcomes / Performance Indicators
Project Management	• Agrees clear project scope, objectives, deliverables, milestones, measures and governance with sponsors and stakeholders. • Delivers projects within approved scope, budget, schedule, quality and risk tolerances, with progress and forecasts reported against agreed milestones. • Applies the appropriate delivery approach, manages competing priorities, and maintains current plans, issues, dependencies, decisions and financial forecasts. • Produces timely, accurate governance reports and recommendations that support informed decisions. • Manages project budgets and forecasts within approved delegations and supports procurement and the management of suppliers and contractors, where applicable. • Works with accountable business owners to define, track and report benefits, complete post-implementation reviews, and transition ongoing benefits monitoring into business as usual.
Change Management	• Agrees clear change outcomes, assesses stakeholder and workforce impacts, and establishes readiness and adoption measures. • Develops and delivers change, engagement, communication and readiness activities to agreed milestones. • Builds consensus across competing interests, constructively challenges stakeholders, and actively manages resistance and barriers to adoption. • Monitors readiness, adoption and sustained implementation against agreed measures and transitions change into business as usual ownership.
Continuous Improvement	• Applies continuous improvement methods, including Lean thinking and statistical data analysis where practical. • Establishes baseline measures and evaluates improvements against agreed quality, efficiency, service and equity outcomes. • Applies business acumen to requirements and plans and shares improvement tools and techniques with stakeholders.

Requirements Analysis and Process Mapping	• Provides advice across stakeholder work programmes and works with senior leaders, sponsors, governance groups and key stakeholders to confirm direction and outcomes. • Documents and validates business requirements, acceptance criteria, dependencies and controls before implementation. • Produces accurate current-state and future-state process maps that support decisions, implementation and measurable improvement.
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. • Works in partnership with stakeholders to improve outcomes for Māori and ensure equity outcomes are reflected in project goals, measures and service plans. • Supports cultural competence, inclusion and relationships with Māori partners and stakeholders.
Health and Safety	• Applies legislative and organisational health and safety requirements to project planning and delivery. • Identifies, documents and manages project, implementation and contractor health and safety risks, escalating material issues promptly. • Supports leaders, employees, contractors and providers to understand their responsibilities and contributes to continual improvement in health, safety and wellbeing.
Compliance and Risk	• Identifies, assesses and manages operational, workforce, contractual, privacy, health and safety, financial, reputational and service continuity risks. • Ensures appropriate risk reporting, controls and mitigation activities are in place and escalates material risks or decisions outside agreed tolerances promptly. • Ensures compliance with relevant statutory, safety and regulatory requirements applicable to the portfolio, District and project. • Operates within the financial and operational delegations relevant to the role and escalates matters outside delegated authority.

Matters which must be referred

- Matters that may materially affect patient safety, service continuity, compliance, project scope, schedule, benefits, budget or organisational risk must be escalated promptly to the General Manager, Non-Clinical Support & Delivery.

Relationships

External	Internal
• District patients and visitors • Contractors and suppliers • Government agencies, sector partners and other external stakeholders	• District and portfolio leadership • Service managers, project teams and subject-matter experts • Property and Facilities • Capital Projects • Digital • People and Culture • Internal Communications • Finance, Procurement and Legal • Other internal support services

About you – to succeed in this role

You will have	Essential: • Relevant tertiary qualification or equivalent substantial experience. • Substantial relevant experience delivering complex projects and organisational change in large, complex environments. • Demonstrated project and change-management capability, including delivery of multiple concurrent or cross-service initiatives. • Demonstrated financial, commercial, procurement and supplier-management capability relevant to project delivery. • Excellent verbal and written communication and proven documentation capability. Desirable: • Recognised project, change or continuous-improvement certification. • Programme-management experience. • Experience in the health sector.
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You will be able to	Essential: • Deliver results through effective planning, sound judgement and personal accountability, working independently within agreed governance and tolerances. • Build trusted relationships, navigate competing interests, constructively challenge, negotiate and build consensus to achieve shared goals. • Communicate clearly and adapt the approach for different audiences and situations. • Apply business acumen, process management, financial awareness, negotiation and political awareness. • Mentor and support less experienced project colleagues and contribute to improving project and change capability across the portfolio. • Demonstrate adaptability, professionalism, integrity and a commitment to continuous improvement. • Work proactively, flexibly and constructively across all organisational levels. • Contribute to a positive, inclusive and safe working environment.
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¹ 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.

¹ 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.