

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	Operations Manager – Surgical Services
Reports to	Group Manager
Location	Capital, Coast and Hutt Valley
Department	Surgical Services
Date	September 2026
Salary band (indicative)ⁱ	SP 24
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

This middle management role partners the Clinical Leaders and Directorate of Nursing in the delivery of safe affordable services.

To deliver safe and affordable health outcomes through high level planning and operational management so that services meet their activity targets and are appropriately resourced.

To partner Clinical Leaders and the Directorate of Nursing in the delivery of integrated, high quality health services.

The Operations Manager:

- Influences, builds and refreshes systems, services or interventions that achieve the vision of the Group.
- Translates strategy into operational plans that improve the Capital Coast and Hutt Valley Provider Services capability and increase capacity to deliver agreed services.
- Balances meeting day-to-day operational challenges while keeping sight of directorate objectives and implementing system and process changes to provide solutions.

The Operations Manager participates in an afterhours Emergency Management roster. On call periods are for one week commencing 1700hrs Monday pm and concluding the following Monday at 0800hrs. On Call is approximately 1 week in 10.

Key Result Area	Expected Outcomes / Performance Indicators
Leadership & Management Support	• Services are delivered within budget. • Activity targets are met. • Direct reports have development and succession plans. • Professional competencies are maintained.
Teamwork	• Clinical Leaders and professional leaders are consulted with and decisions are made taking account of clinical perspectives. • Works with peers to achieve the overall HHS outcomes.
Resource Management	• Services are delivered within budget and establishment. • Exception reporting is in place and delivered in a timely manner. • Developed decision making models are supported within services. • Cost centres are within budget. • FTE is within establishment. • Safe staffing levels and mix is maintained. • Appropriate controls are established to support devolved decision making.
Workforce Planning	• Operation Manager participates in the development of the institute workforce plan. • Plans for service change and the recruitment of suitably qualified / experienced staff. • Workforce plan outlines issues and strategies for all services.
Service Planning	• Service plans are developed and implemented. • Ongoing assessment of clinical performance occurs within units and benchmarking is part of normal practice. • Outcomes from the annual operational plan are achieved. • Regular variance reporting and actions to address variances are evident.

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.

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

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

Relationships

External	Internal
• Non Clinical and Clinical Support Directorates • Director of IT Infrastructure and Applications • Director Decision Support and Clinical Information • NGO health providers. • PHOs. • IWI • Professional Associations and Colleges. • Other Districts/Regions	• Group Managers • Clinical Leaders • Clinical Director • Director of Nursing • Other Operations Managers • HR Manager • Business Services Manager • Quality team

About you – to succeed in this role

You will have

Essential:

- [Health professional qualification
- Experience working within an acute clinical service
- Proven track record in service development, delivery and improvement
- Previous experience in a leadership/management role in the health sector
- Demonstrated commitment to professional development of self and others
- Demonstrated understanding of and sensitivity to cultural and ethical dimensions of practice
- Demonstrated understanding and commitment to achievement of equitable health outcomes

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.