

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	Service Administrator
Reports to	Operations Manager
Location	Wellington
Department	Women's Health Service

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 support to the Women's Health Service, enabling effective and efficient service operations across a range of clinical and operational functions. The role supports managers and multidisciplinary teams through the coordination of administrative processes, recruitment and onboarding activities, information management, meeting administration, financial processing, and workforce-related administration.

The Service Administrator contributes to the smooth delivery of services by maintaining accurate records and databases, supporting workforce and operational initiatives, coordinating communications and documentation, and ensuring administrative processes are completed in a timely, professional, and confidential manner. The role works collaboratively with colleagues across Women's Health and wider Health New Zealand teams to support service delivery, continuous improvement, and positive outcomes for patients, whānau, and staff.

Key Result Area	Expected Outcomes / Performance Indicators
Administrative Support & Service Coordination	- Provides timely, accurate and professional administrative support to Women's Health Services. - Coordinates meetings, documentation, correspondence and operational activities efficiently.

	• Maintains effective filing, record management and administrative systems. • Supports managers and teams to achieve service objectives and operational requirements. • Demonstrates a high level of confidentiality and professionalism in all activities.
HR Administration & Workforce Coordination	• Supports recruitment, onboarding and employment administration processes. • Prepares employment documentation accurately and within required timeframes. • Assists managers and staff with routine HR enquiries and processes. • Maintains accurate employee records and workforce information. • Contributes to positive staff and candidate experiences.
Financial & Information Management	• Processes invoices, purchasing and financial documentation accurately and within required timeframes. • Maintains databases, spreadsheets and reporting systems. • Monitors and updates service information and records. • Produces reports and information as required. • Ensures data integrity and confidentiality are maintained.
Customer Service & Stakeholder Relationships	• Provides a responsive, professional and customer-focused service. • Develops positive working relationships with staff, managers and external stakeholders. • Responds appropriately to enquiries and requests. • Demonstrates effective communication skills and sound judgement.
Continuous Improvement & Team Contribution	• Contributes to quality improvement initiatives and service development. • Identifies opportunities to improve administrative systems and processes. • Works collaboratively as part of the wider administration team. Supports a positive, inclusive and flexible team culture.

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 to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
 - Matters with potential patient safety implications.
 - Employment, recruitment or performance matters outside delegated authority.
 - Significant complaints, incidents or risks.
 - Financial matters outside approved delegations.
 - Media enquiries or requests for official information.
 - Issues that may impact service delivery, compliance, reputation, people or resources

Relationships

External	Internal
• New Zealand Police and Ministry of Justice Vetting Services • Suppliers and Service Providers • Community Health Providers • Other Health NZ districts and services • Lead Maternity Carers (LMC's) •	• Operations Manager • Nurse and Midwife Managers • Clinical and administrative staff • Human resources • Recruitment Team • Payroll • Finance Team • Purchasing and Procurement • ICT

About you – to succeed in this role

You will have

Essential:

- Relevant administration experience in a complex organisation.
- Advanced Microsoft Office skills including Outlook, Word, Excel and Teams.
- Experience maintaining databases, records and electronic filing systems.
- Excellent written and verbal communication skills.
- Strong organisational and time management skills.
- Ability to manage multiple competing priorities while maintaining accuracy.
- Demonstrated commitment to confidentiality and professionalism.

Desired:

- Experience within the health sector.
- Experience with HR, recruitment or onboarding processes.
- Experience with financial processing and purchasing systems.

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.

Desired:

- Demonstrate knowledge of Health New Zealand systems and processes.
- Demonstrate an understanding of Te Tiriti o Waitangi and equity-focused healthcare.
- Demonstrate initiative and continuous improvement thinking.