Health New Zealand
Te Whatu Ora

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	ED Team Support Administrator
Reports to	Nurse Manager
Location	Wellington Regional Hospital
Department	Emergency Department

Template Note:

1. *The yellow highlighting is for on-screen editing only and will not appear when the document is printed or converted to PDF. As a result, any finalised or published Position Descriptions will display normally without the editable field shading.*
2. *For non-leadership roles, delete the following rows:* ***Direct Reports, Total FTE, Budget Size, Delegated Authority****.*

Date	21 October 2026
Salary band (indicative)[i]	PSA – Band 5
Children's Worker role[ii]	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:

[The purpose of the role is to provide timely, professional and high quality administrative services to the Clinical Leader, the Nurse Manager, and the Senior Medical & Nursing Team of the Emergency Department.

The role enables the day-to-day operations to function smoothly and provide Clinical Leader, Nurse Manager, and Senior Medical & Nursing Team with the administrative expertise, support and service so they are able to operate efficiently and effectively.

The role involves (but not limited to) administrative duties and secretarial support to the Emergency Department with a close collaboration with corporate functions, including Rostering, Payroll, Finance, Human Resources and other roles within the directorate.

Key Result Area	Expected Outcomes / Performance Indicators
Secretarial Support	• Diary management • Task and file management • Drafting, compiling, editing and final production of reports, documents, letters and correspondence, spreadsheet and presentations • Meeting administration and minutes taking. This will include agenda preparation collate and bind documents and distribute
General Administration	• Collecting and dispatching documents as required • Organising functions and venues and catering management • Travel management • Mail management • Invoice and expense claim administrative support • Quality and complaints administrative support including maintaining of log audits, obtaining notes, supporting patients engagement and feedback • Supporting the Clinical Leader and Nurse Manager with recruitment process • Supporting other HR administrative activities to a high standard as required • Special projects and other services and assistance as required
Correspondence Management	• Logging, upkeep and maintenance of the correspondence tracking system • Scanning and emailing complaints/ compliments received • Composing and typing letters on routine matters • Screening telephone calls, visitors and letters
Customer Service	• Displaying a courteous and friendly demeanour at all times when dealing with internal and external contacts • Providing good client service and being responsive to client request or complaints • Meeting and greeting visitors • Answering phone and taking messages • Organising couriers
Team Work	• Works collaboratively with all members of the Emergency Department • A positive and constructive relationship is maintained
Professional Development	• Participates in appropriate training and development
Australasian College of Emergence Medicine (ACEM) Administrative Support	• ACEM annual site census date collation and form completion • ACEM accreditation documentation • Fellowship Exam tutorials – collation and filing of candidate homework and ensuring necessary logistics are in place • Liaise with and provide support to the Director of Emergency Medicine Training as and when required
RMO Support	• Drafting, planning, publishing and maintaining the ED RMO roster • Kiosk | Payroll management of RMO & SMO shifts • RMO Orientation Scheduling

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
• ICT • Payroll • Recruitment • QIPS • General Public • Travel agencies • Courier service	• Clinical Leader • Nurse Manager • Charge Nurse Manager • ED Senior Medical Team • ED Senior Nursing Team • HR Team • ED Reception Team • ED RMO Team

About you – to succeed in this role

You will have

Essential:

- Proven experience in an administration role or customer-focused administration role in a large organisation
- Knowledge of health environment including understanding of clinical systems and processes an advantage
- Working knowledge and proficiency in computer programs including Word, Excel and Power Point
- Understands, manages and problem solves with technology such as data shows, PDAs, Video Conferencing etc
- Efficient and proven minutes-taking skills

Desired:

- A tertiary qualification and/or significant work experience in a related field
- Effective working relationships with staff and management
- Following process (also discerning when a situation may require a slightly different process within policy and procedural confines
- Accuracy and confidentiality

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:

- A high level of Word Processing skills, with demonstrated attention to detail and accuracy
- Ability to maintain patient and office confidentiality in line with the Privacy Act.
- Previous experience in providing administrative support to a team.
- Proven experience in a people-facing administrative, customer service or call centre role
- Process driven with sound knowledge of office administration systems and procedures
- Previous experience in a health environment is desirable
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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.