

## **POSITION DESCRIPTION**

June 2025

This Position Description is a guide and will vary from time to time and between services and/or units to meet changing service needs

Te Whatu Ora is committed to the principles of the Treaty of Waitangi and the overarching objectives of the New Zealand health and disability strategies.

### **Organisational Vision**

Te Whatu Ora Waitaha Canterbury's vision is to improve the health and well being of the people living in Canterbury.

### **Organisational Values**

- Care & respect for others
- Integrity in all we do
- Responsibility for outcomes

### **POSITION TITLE:**

Maintenance Administrator - Reception

### **REPORTS TO (Title):**

Administration Manager and the Facilities and Engineering Manager

### **REPORTS ON A DAILY BASIS TO:**

Administration Manager

### **PRINCIPAL OBJECTIVES**

To provide efficient and effective administrative and clerical services to the Maintenance & Engineering Department (M&E).

### **FUNCTIONAL RELATIONSHIPS:**

(Who are the customer/consumers/patients)

#### **INTERNALLY:**

1	All other staff members within the Maintenance and Engineering Department..
2	All Te Whatu Ora Waitaha Canterbury requesting a service
3	Infrastructure and Investment Group
4	Clinical Engineering Department
4	Orderly Department
5	Supply Department
6	Security Department

#### **EXTERNALLY:**

1	Maintenance service providers, contractors and suppliers
2	Consultants
3	Medical Representatives

## **KEY PERFORMANCE OBJECTIVES:**

Task	<b>Process maintenance requests in the system</b>
Expected Result	<ul style="list-style-type: none"><li>• Maintenance requests via phone and ServiceNow are rapidly assessed ensuring that any which may impact the:<ul style="list-style-type: none"><li>- health and safety of patients, staff or the public</li><li>- supply of utilities</li><li>- ability to keep hospital services operational</li></ul>are brought to the attention of relevant site managers with urgency.</li><li>• Maintenance requests are qualified ensuring that all required information is included.</li><li>• Urgent matters are followed up with calls to the appropriate trades staff member or site manager and detailed notes are entered against the work order.</li><li>• Budget holder approval is obtained for upgrade work; key and upholstery requests are managed efficiently.</li><li>• Labour records for completed work orders are entered into AMIS within the week.</li><li>• Requests for Clinical Engineering devices are entered into Hexagon.</li></ul>
Task	<b>Reception and administration duties</b>
Expected Result	<ul style="list-style-type: none"><li>• Reception duties and incoming calls to M&amp;E are undertaken in a friendly and customer focussed manner.</li><li>• The M&amp;E shared inbox is managed efficiently in conjunction with other administrators, and emails are responded to in a timely manner.</li><li>• Compliance and maintenance service reports are filed according to protocols and managed to ensuring all regulatory documentation is supplied or otherwise raised with the compliance manager.</li><li>• Minute taking, general typing and document formatting are carried out.</li><li>• Vehicles are booked via Smartrak when required.</li><li>• General housekeeping duties such as recycling and ordering linen are attended to routinely.</li></ul>

Task	<b>Administer permits for high-risk activity</b>
Expected Result	<ul style="list-style-type: none"> <li>• Permits received via the maintenance inbox, Procure or over the counter are assessed to ensure that the provided information is complete; where gaps are identified permit requestors are contacted to re-submit amended permit.</li> <li>• Permits are forwarded to appropriate M&amp;E permit issuer for sign off and permits awaiting approval are followed up.</li> <li>• Requestors receive a copy of the approved permit noting permit conditions and affecting parties are informed.</li> <li>• Approved permits are added to the calendar to accurately indicate the category, duration, location and extent of the permit.</li> <li>• Permit requestors are contacted to sign off active permits when permit duration concludes.</li> </ul>
Task	<b>Contractor registration</b>
Expected Result	<ul style="list-style-type: none"> <li>• Keys and security access passes are issued to contractors and staff and an accurate register of issues is maintained.</li> <li>• Guidelines for issue of high security keys are strictly adhered to and restricted areas are observed.</li> <li>• Key issue records are routinely checked to ascertain if any items are overdue; Contractors with overdue items are contacted and return of items organised.</li> <li>• Parking permits are issued to contractors as per guidelines.</li> <li>• Completed contractor induction documentation is scanned and filed.</li> <li>• Contractor sign-in and tag board are logged in and any outages that can't be resolved are escalated to the compliance manager.</li> </ul>
Task	<b>Maintain Microster and personnel leave records</b>
Expected Result	<ul style="list-style-type: none"> <li>• Weekly on-call roster schedules are built in Microster.</li> <li>• Annual leave, sick leave, call-outs, overtime and allowances are recorded in Microster in an accurate and timely manner and in preparation for sign off.</li> <li>• Exception sheets are prepared and sent to the roster office when required.</li> </ul>
Task	<b>Goods ordering</b>
Expected Result	<ul style="list-style-type: none"> <li>• The stationery cabinet and kitchen stock are managed to an optimum level and items are ordered for site offices when requested by staff.</li> <li>• General goods and services purchasing and receiving via iProc.</li> </ul>

**HEALTH & SAFETY:**

- Observe all Canterbury DHB safe work procedures and instructions
- Ensure your own safety and that of others
- Report any hazards or potential hazard immediately
- Use all protective equipment and wear protective clothing provided
- Make unsafe work situations safe or, if they cannot, inform your supervisor or manager
- Co-operate with the monitoring of workplace hazards and employees health
- Ensure that all accidents or incidents are promptly reported to your manager
- Report early any pain or discomfort
- Take an active role in the Canterbury DHB's rehabilitation plan, to ensure an early and durable return to work
- Seek advice from your manager if you are unsure of any work practice

**QUALITY:**

Every staff member within Te Whatu Ora Waitaha Canterbury is responsible for ensuring a quality service is provided in their area of expertise. All staff are to be involved in quality activities and should identify areas of improvement. All staff are to be familiar with and apply the appropriate organisational and divisional policies and procedures.

**QUALIFICATIONS & EXPERIENCE:****ESSENTIAL**

- Excellent customer service skills – people focussed
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Demonstrated perceptiveness and a proactive approach in an administrator role
- Excellent organisational, time management and problem-solving skills
- Able to achieve high levels of accuracy and maintain attention to detail
- Able to meet deadlines and work unsupervised
- Capable of managing and coordinating a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills (50 – 70 wpm)
- Able to work both independently and collaboratively as part of a team

**DESIRABLE**

- Experience in a facilities environment
- Familiarity with ServiceNow or experience using databases, preferably asset management software

**PERSONAL ATTRIBUTES:**

- Able to relate to customers in a courteous and helpful manner
- Committed to the provision of high quality administrative services
- Adept at working in a fast-paced environment and under periods of pressure
- Excellent communication skills
- A team player
- A self-starter with the ability to work unsupervised
- Able to handle difficult conversations with sensitivity
- Capable of maintaining confidentiality
- Adaptable to change
- Actively seeks feedback on opportunities to improve
- Be well groomed and appropriately dressed
- Able to work together in a truthful and helpful manner
- Able to work smarter by being innovative and proactive
- Accepts responsibility for actions

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by staff in this job classification. Staff members may be requested to perform job related tasks other than those specified.*