

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Service Manager, Core Services		
Reports to	Divisional Lead – Laboratory Services		
Location	Waitaha Canterbury		
Department	Canterbury Health Laboratories		
Direct Reports	-	Total FTE	-
Date	October 2025		

About the role

The Service Manager leads the services under their care in close consultation with the Clinical Director and the Divisional Lead. They are expected to be a role model, lead by example and support their team members to also be role models.

In addition, with support and guidance from their Clinical Director and the Divisional Lead, they will be responsible for developing the direction and strategies to support the services under their care.

Key Objectives

Leadership & People

- Build and maintain a highly engaged workforce through clear planning, team alignment, and strong team accountability.
- Lead by example, demonstrating Manaakitanga (respect, generosity, care) and Whanaungatanga (kinship, connection) in all interactions with staff, services, whānau, and communities.
- Empower teams to deliver sustainable, high-quality services, with shared ownership and role clarity.
- Provide strong team leadership through clear communication, collaboration, and support for professional growth.
- Support people management, capability development, and accountability across the service.
- Work closely with the Senior Leadership Team, contributing to a cohesive and aligned leadership culture.

Operational Performance & Service Delivery

- Manage day-to-day service operations within delegated authority, ensuring alignment with organisational goals and legal requirements.
- Provide clear direction for service delivery, quality improvement and planning.
- Actively contribute to the strategic direction and innovation of the service.
- Undertake other duties as agreed with the Divisional Lead.

Finance & Reporting

- Manage the service within approved financial, HR, and capital budgets.
- Ensure timely and accurate reporting, including accounts, variances, and performance measures.
- Provide sound financial oversight and contribute to performance monitoring and improvement.

Stakeholder Engagement

- Identify, develop, and maintain strong relationships with internal and external stakeholders to build trust and shared understanding.

- Communicate effectively to ensure transparency, alignment, and responsiveness to stakeholder needs.

Environmental Stewardship

- Demonstrate Kaitiakitanga by acting as a guardian of resources, leading initiatives to reduce waste and environmental impact in collaboration with the wider team.

Expertise & Professionalism

- Apply the expertise, skills, and knowledge required to successfully lead the service area, ensuring high standards of professionalism and integrity.

Matters which must be referred to the Divisional Lead

- Expenditure in excess of approved budget.
- Any event that leads to the discontinuity of services.
- Security or Quality breaches.
- Any such activity that is outside of day-to-day operations and cannot be reasonably handled within designated authority.

Team Accountability

As a member of the CHL wider Leadership Team, this role has shared accountability for:

- Engaging with the Leadership team, the people of the Waitaha Canterbury and Te Tai o Poutini West Coast districts and the wider Health New Zealand | Te Whatu Ora systems to build trust, common understanding and shared ownership.
- Growing the understanding and engagement of the CHL team with the vision and goals of the Waitaha Canterbury and Te Tai o Poutini West Coast Health systems.
- Ensuring clarity of purpose, developing clear direction, plans, alignment and priority, and making sure all teams and roles know their accountability and responsibility.
- Doing the right thing, being and staying well and valuing everyone.
- Building the capability of the Core Service Team function to make it happen and the process capability to do it effectively and efficiently.
- Communicating, in order that within the Core Service team, the Waitaha Canterbury, and Te Tai o Poutini West Coast districts, and the wider Te Whatu Ora health systems, everyone remains aligned with and informed about our plans, priority and progress.

Relationships

External	Internal
• Current and potential referrers, clients, and patients of CHL • Industry Vendors • IANZ accreditation agency • Health Sector Partners • Contract Providers • Relevant professional bodies • Other laboratories – private/funded sector	• Divisional Lead, Lab Services, CHL • Chief of Pathology, CHL • Clinical Directors and Clinical staff, CHL • Leadership Team, CHL • CHL Staff • Finance Team • Section Heads • Health NZ personnel in all services within Canterbury, West Coast, and nationally

About Us – Health New Zealand | Te Whatu Ora

The Health System in Aotearoa is to provide all tangata (people) equity of health care. The Pae Ora/Healthy Futures vision is where people live longer in good health, have improved quality of life, and there is equity between all groups.

We are building a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best, be safe and feel proud when they go home to their whānau, friends and community.

Our shared values are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About you – to succeed in this role

You will have	Essential: • Proven experience in leading and developing high-performing teams. • Ability to think and act strategically to achieve organisational goals. • Strong drive to deliver outcomes and take personal responsibility. • Highly developed communication and interpersonal skills. • Ability to negotiate, resolve conflict, and positively influence and motivate others. • Skilled in establishing and maintaining effective working relationships across all levels, sectors, and communities. • The ability to embrace, anticipate and manage change. • Experience in managing projects involving complex stakeholder groups. • Skilled in using data to drive quality, performance, and growth. • An understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role. • Demonstrated self-awareness of personal impact on others. • Commitment to ongoing leadership development and continuous improvement. • Understand the background, aims, and implications of current healthcare policy in New Zealand. Desired: • A minimum of 5-7 years' experience in operational and strategic leadership, ideally in a complex health related environment. • Experience working within an IANZ accredited laboratory. • Registration with the Medical Sciences Council of New Zealand as a Medical Laboratory Scientist. • A tertiary qualification in a business discipline or demonstrable relevant experience.
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Changes to Position Description

This position description is intended as an insight into 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 in response to the changing needs of the organisation and the nature of our work environment. The employee acknowledges they may be asked to perform other duties as reasonably required by the employer in accordance with the role.

	Employee	Manager
Name:		
Signature:		
Date:		