

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Administrator			
Reports to	Administration Team Lead			
Location	32 Oxford Tce, Ōtautahi Christchurch			
Department	Enabling Services, People and Culture			
Direct Reports	0	Total FTE	1.0	
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	0	Finance	0
Date	18/07/2025			
Job band (indicative)	Clerical (PSA) Band 3C Step 1 - 3			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These 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 the role

The primary purpose of the role is to:

The People and Culture (P&C) Administrator role is a fundamental part of our Enabling Services whānau. They tautoko (support) the largest workforce in the Te Waipounamu South Island and ensuring we pay our kaimahi (staff) their entitlements accurately, on time, every time. They're hard-working and dedicated to delivering their mahi (work) in a fast paced environment to high standards putting the customer at the centre of what they do. The mahi in this role leads directly into our Payroll, Rostering, Employment Agreement Implementation, and HR Helpdesk teams who we work closely side by side with.

P&C Administration does all of this, while always striving to deliver great and timely customer service to our organisation, rangatira (leaders) and kaimahi (staff) as well as external customers.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none">• Processing entitlements and contractual changes• Onboarding and offboarding kaimahi• Compliance such as Visa, MOJ and Childrens Worker Safety Checks• Data entry, including updating our HR/Payroll systems• Electronic document management and maintaining records• Maintaining compliance with employment agreements and legislation• Managing high volume workload within strict processing timeframes

	<ul style="list-style-type: none"> • Supporting the wider business by liaising and educating on the Administration processes • Maintaining strict confidentiality of information • Following hierarchy and approval chains
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.
Equity	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
Innovation & Improvement	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. • Models an agile approach –tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.

Relationships

External	Internal
<ul style="list-style-type: none"> • NZ Police • Ministry of Justice • Union Partners • Recruitment Candidates 	<ul style="list-style-type: none"> • Enabling Services • Wider P&C including Recruitment and HR Advisory • Residential Doctor Support Office • Office of the Chief Medical Officer • General and Operations Managers • Enabling Services – Canterbury, West Coast and across the nation • Employees and Managers across the business

About you – to succeed in this role

You will have	<p>Essential:</p> <ul style="list-style-type: none"> • Experience in implementing Te Tiriti o Waitangi in action. • Great communication skills and proven Customer Service experience – in person, phone and written • An eye for accuracy and the ability to follow different processes • Great basic computer literacy and ability to easily pick up different systems and software, and fast accurate typing and data entry skills • Strong Microsoft office experience - Word and Excel • Experience with case management • Experience with high volume workloads in a fast paced environment and working to deadlines • Proven adaptability to meet deadlines and pivot priority • Easily adaptable to change
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Desired:

- Previous Payroll and/or HR Admin experience
- Holidays Act Knowledge
- Experience working remotely

You will be able to	<p>Essential:</p> <ul style="list-style-type: none"> • Demonstrate 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. • Take care of own physical and mental wellbeing, and have the stamina needed to go the distance. • Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
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- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.