

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

<b>Title</b>	Administration Manger Canterbury		
<b>Reports to</b>	Facilities and Engineering Manager		
<b>Location</b>	Christchurch Hospital		
<b>Department</b>	Maintenance and Engineering		
<b>Direct Reports</b>	4		<b>Total FTE</b> 1
<b>Budget Size</b>	<b>Opex</b>	N/a	<b>Capex</b>
<b>Delegated Authority</b>	<b>HR</b>		<b>Finance</b>
<b>Date</b>	02/04/26		
<b>Job band (indicative)</b>	PSA 7A Step 7		

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:

**Manage the delivery of administration and clerical services to support the service delivery of the Maintenance and Engineering Department**

**To provide personal assistance to the Management Team.**

Key Result Area	Expected Outcomes / Performance Indicators
<b>To effectively manage the administration staff in carrying out the service functions</b>	• Have an in depth understanding of all the duties performed by each member of the team and be able to relieve staff in order to maintain the required level of service
	• Ensure all staff perform to the required standard, and morale is maintained at a high level
	• Appropriately allocate work within the team
	• Workloads are monitored and adjusted as required
	• Ensure sufficient clerical staff, with the required skills, are available to cover the departments needs
	• Staff are fully trained and constantly encouraged to work towards enhancing their skills
	• Performance reviews are undertaken in a timely manner
	• Costs are kept within budget

	<ul style="list-style-type: none"> <li>All office staff adhere to correct clerical procedures</li> </ul>
<b>To provide personal assistance to the Management Team</b>	<ul style="list-style-type: none"> <li>A wide range of secretarial and administrative tasks are required to be performed in a competent, confidential and practical manner.</li> <li>To schedule appointments and organise meetings and as required</li> <li>Provide assistance with IT needs as required</li> <li>Take minutes ensuring confidentiality and distribute in a timely manner</li> <li>Assist staff to set up personalised systems to enable them to work efficiently</li> <li>Issue petty cash and filing reconciliations</li> </ul>
<b>Oversee customer service delivery</b>	<ul style="list-style-type: none"> <li>Ensure the customer service provided by the team is efficient, friendly and to an excellent standard</li> <li>Incoming phone calls are answered in a timely manner, multiple calls are forwarded amongst the team members ensuring no calls go unanswered</li> <li>Reception is staffed appropriately at all times, customers are greeted in a friendly and welcoming manner</li> <li>Contractor sign in is efficient and meets policy and procedure guidelines; contractors are able to access keys and cards as required; maintain the system for recording these</li> </ul>
<b>Manage the purchasing operation</b>	<ul style="list-style-type: none"> <li>Issue of purchase orders meets CDHB requirements</li> <li>Ensure purchase requests are within approval delegations</li> <li>Invoices are approved as required and processed on time</li> <li>GST and tax guidelines are adhered to</li> <li>Accrue accurately at the end of each month to ensure expenditure is accurately reflected in operational budget</li> <li></li> </ul>
<b>Manage the use of the AMIS computer systems</b>	<ul style="list-style-type: none"> <li>Oversee the entry of maintenance requests, labour records, purchase orders etc into AMIS; make sure guidelines are maintained and adhered to in a manner which ensures that data entered is specific, measurable and accurate</li> <li>Create vision reports from AMIS on request to provide up to date information that can be easily understood and used by staff</li> <li>Utilise the AMIS control centre to manage users, enter new staff, set delegation approval limits, maintain GL codes etc</li> <li>Enter new vendors into AMIS adhering to guidelines set by the Finance Department</li> <li>Train any new staff members as required</li> </ul>

<p><b>Manage systems and procedures</b></p>	<ul style="list-style-type: none"> <li>• Systems and procedures are reviewed on an ongoing basis and new ones are developed as required</li> <li>• Communicate developments to staff in a clear and timely manner</li> <li>• Keep abreast of new technologies that would assist the smooth running of the department and implement where necessary</li> <li>• Forward planning to ensure that as the departments needs change systems are set up/available to support them</li> <li>• Ensure that CDHB policy changes and new technologies are implemented appropriately within the departments</li> <li>• Disseminate information to staff in a clear and concise manner</li> <li>• Consult widely to ensure the needs of staff are being met; actively seek opportunities to add value by creating systems which support staff in their roles</li> <li>• Develop training manuals / guidelines</li> </ul>
<p><b>Te Tiriti o Waitangi</b></p>	<p>Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori.</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.</li> </ul>
<p><b>Equity</b></p>	<ul style="list-style-type: none"> <li>• Commits to helping all people achieve equitable health outcomes.</li> <li>• Demonstrates awareness of colonisation and power relationships.</li> <li>• 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.</li> <li>• Shows a willingness to personally take a stand for equity.</li> <li>• Supports Māori-led and Pacific-led responses.</li> </ul>
<p><b>LEADERSHIP ROLES ONLY - Culture and People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Leads, nurtures and develops our team to make them feel valued.</li> <li>• Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others.</li> <li>• Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally.</li> <li>• Implements and maintains People &amp; Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals.</li> <li>• Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained &amp; strengthened.</li> </ul>
<p><b>Innovation &amp; Improvement</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

	<ul style="list-style-type: none"> <li>• Models an agile approach – tries new approaches, learns quickly, adapts fast.</li> <li>• Develops and maintains appropriate external networks to support current knowledge of leading practices.</li> </ul>
<b>Collaboration and Relationship Management</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>• 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.</li> <li>• Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul>
<b>The administration team leader will undertake other duties as reasonably requested by the facilities &amp; engineering manager</b>	<ul style="list-style-type: none"> <li>• Minor disciplinary matters involving clerical staff are appropriately managed and documented</li> </ul>
<b>To undertake administrative duties associated with the maintenance of office equipment, ordering of supplies etc</b>	<ul style="list-style-type: none"> <li>• Adequate stocks of day-to-day stationery and supplies are available as required</li> <li>• All office equipment is maintained to a high working level</li> </ul>
<b>Manage the Building Services on call roster</b>	<ul style="list-style-type: none"> <li>• Create the on call roster making sure there is constant cover</li> <li>• Manage callout and stand down in Microster</li> <li>• Process exception sheets and send to payroll</li> </ul>
<b>Manage energy data and accounts</b>	<ul style="list-style-type: none"> <li>• Process energy invoices for payment</li> <li>• Work out \$/kWh data and enter into spreadsheets and EnergyPro database</li> <li>• Liaise with energy manager to ensure correct data is being collected; update spreadsheets as required</li> </ul>

- Invoice tenants for electricity usage on a monthly basis
- Liaise with providers as required regarding accounts and readings
- Maintain meter readings for all sites

**Matters which must be referred to the Site Maintenance Managers**

- Loss of an essential service; potable water, building/ site heating/ cooling, Steam, Electrical system, odour complaints and leaking water
- Disruption to clinical services; Theatres, emergency department

**Relationships**

External	Internal
<ul style="list-style-type: none"> <li>• Service Providers and Vendors</li> <li>• Consultants</li> <li>• Territorial Authorities</li> <li>• Members of the Public</li> <li>• Ministry of Health</li> </ul>	<ul style="list-style-type: none"> <li>• All other staff members within the Maintenance &amp; Engineering, Clinical Engineering, Mobility and Sterile Services Departments.</li> <li>• All members of the Site Redevelopment Team</li> <li>• Other staff within the CDHB</li> <li>• Patients and their families</li> </ul>

**About you – to succeed in this role**

**You will have**

**Essential:**

- Experience in a leadership setting
- Experience in implementing Te Tiriti o Waitangi in action.
- Experience providing services to a 24-hour operating environment preferable
- Knowledge and understanding of trades role interactions and impact upon patient services
- Previous experience to enable the identification of maintenance requirements through service requests
- Previous experience with computers and administrative procedures in a work setting, Microsoft software applications including formatting

**Desired:**

- Permit administrating experience

**You will be able to**

**Essential:**

- 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.
- 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.*