

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

Title	Executive Assistant to the GDO & CMO – Te Tai o Poutini West Coast			
Reports to	Group Director of Operations (GDO)			
Location	Greymouth			
Department	Hospital and Specialist Services			
Direct Reports	GDO		Total FTE	1.0
Budget Size	Opex	N/A	Capex	N/A
Delegated Authority	HR	N/A	Finance	N/A
Date	March 2026			
Job band (indicative)	Band 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

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"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"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to provide a professional administration liaison between the GDO's (Lead Executive) office, CMO and other parts of Health New Zealand Te Whatu Ora, and between other external contacts including other agencies or community interests who are in contact with the office.

- To enable the Lead Executive to manage their time effectively.
- Development and maintenance of procedures and effective systems for office administration.
- Coordination of activity through the GDO's office that requires sign out.
- Act as a professional advisor and subject matter expert to PAs who support the Te Tai o Poutini District Leadership Team.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Provision of Executive Assistant Services	<ul style="list-style-type: none"> • Provide high quality support to the GDO & CMO, ensuring efficient and effective service delivery. • Provide a professional interface between the office of the GDO, CMO and other parts of Health New Zealand and external contacts. • Co-ordinating, critiquing and finalising the responses to all Official Information Act requests and requests from Health New Zealand Parliament, including written and oral parliamentary questions. • Investigating, researching and analysing issues as agreed with the GDO and write/compile reports. • Coordinating projects as agreed with the GDO and CMO. • Anticipating the requirements of the GDO and CMO and initiating action. • Proofing responses and reports to the GDO and CMO, seeking additional/changed information prior to referral to the GDO and CMO. • Enabling the GDO and CMO to allocate their time effectively in line with business priorities including active management of their diary. • Providing full executive secretarial and administrative support service to the GDO and CMO including:

	<ul style="list-style-type: none"> ○ all meetings that are chaired by the GDO or CMO - prepare and distribute the agenda, attend the meeting to take the minutes/actions ○ reviewing correspondence, prioritise and draft responses for approval and signature ○ monitoring deadlines for responses due or reports required and follow up with managers responsible ○ maintaining relevant files ○ organising all travel arrangements ○ organising functions, meetings, presentations, workshops including venues, catering and all associated documentation ○ schedule meetings as requested by the GDO and CMO ○ receive all visitors to the office <ul style="list-style-type: none"> ● Identifying and actively managing risks, minimising organisational exposure ● Schedule yearly performance and development reviews for all direct reports to the GDO ● Work in a responsive manner while adhering to relevant established protocols.
Professional Development	<ul style="list-style-type: none"> ● Identifying areas for personal and professional development. ● Participate in an annual performance and development review process including review of performance goals and identification of areas for professional development
Quality Improvement	<ul style="list-style-type: none"> ● Pro-actively participate in quality improvement processes in your area of work ● Support our teams to, at all times, provide a high quality, customer oriented and focused service, which follows evidence-based practice
Teamwork	<ul style="list-style-type: none"> ● Establish and maintain an effective working relationship with other staff. ● Assist other staff when required and provide relief cover to team members on leave as directed by the GDO. ● Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. ● Prioritise own workload and manage own time effectively. ● When workload allows, proactively assist other staff. ● Be able to work efficiently and effectively unsupervised.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> ● Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Health New Zealand's Health, Safety and Wellbeing policies, procedures and systems.

	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Health New Zealand's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Giving effect to the principles of the Te Tiriti – Partnership, Participation and Protection through your interaction with others on a day to day basis. Partnership – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. Participation – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. Protection – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Relationships

External	Internal
<ul style="list-style-type: none"> General Public Government Ministers, Departments and Agencies Community Groups Special Interest Groups West Coast Health (PHO) Other Agencies 	<ul style="list-style-type: none"> Local Leadership Team Communications Manager General Staff Te Whatu Ora National Functions

About you – to succeed in this role

You will have

Essential:

- Experience as an Executive Assistant preferably within a health sector environment
- Proven experience of providing high quality work in pressured environments
- Ability to maintain confidentiality in sometimes trying circumstances
- Have an eye for detail, ensuring all outputs from the office are accurate and professional
- Excellent communication skills, both written and oral
- Current NZ Drivers License
- Knowledge of and empathy for minority populations

- Full range of secretarial skills
- Analytical skills
- Numeracy skills
- Excellent word processing and PC skills
- Advanced knowledge of Microsoft Office applications i.e.: Word, Excel, PowerPoint, Teams and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Information Technology policies

Desired:

- Knowledge of the health sector environment

You will be able to

Essential:

- Demonstrate excellent interpersonal and communication skills
- Have a high level of motivation, initiative and anticipation with the ability to work independently, to prioritise tasks and make decisions within scope of responsibility.
- Orientation to task completion – ability to remain focused
- Excellent problem-solving skills
- Excellent organising skills and project management coordination experience
- Well-developed writing skills – the ability to communicate ideas in writing
- Ability to work at all levels of internal management and develop constructive working relationships – willing to listen and understand, a team member that others enjoy working alongside
- Ability to manage the interface with the community and the media
- A sense of humour