

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

Title	Production Planner			
Reports to	Radiology Business Manager			
Location	Christchurch Hospital			
Department	Radiology			
Direct Reports	Nil		Total FTE	Nil
Budget Size	Opex	\$0	Capex	\$0
Delegated Authority	HR	Nil	Finance	Nil
Date	20/04/2026			
Job band (indicative)	IEA Band 20			

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 Radiology Production Planner is responsible for providing and maintaining production planning systems for the Radiology Service. The role leads the development, implementation and ongoing optimisation of production planning methodologies, analytical systems, and reporting frameworks to align demand and capacity, improve service delivery, and support high-quality clinical outcomes.

Key deliverables include:

- Dynamic production planning systems that meet Radiology Service needs.
- High-quality analytical and reporting systems.
- Leadership of ongoing development of production planning capability.
- Supporting an information-driven culture for decision making.

The position also provides clinical and operational facilitation across radiology systems, enabling clinicians to maximise time spent on imaging and reporting.

Key Result Area Expected Outcomes / Performance Indicators

Te Tiriti o Waitangi

- 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

- 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.

**Culture and
People
Leadership**

- Leads, nurtures and develops our team to make them feel valued.
- 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.
- 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.
- Implements and maintains People & 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.
- 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 & strengthened.

**Innovation &
Improvement**

- 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.
- Identifies opportunities for information-based improvements in business processes.
- Develops robust, dynamic and validated production planning systems.
- Explores and implements new tools, including web-based and digital solutions.
- Contributes to continuous improvement of radiology systems (RIS, PACS and related platforms).

**Collaboration
and
Relationship
Management**

- 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.
- Maintains effective relationships with internal and external stakeholders.
- Works closely with:
 - Radiology staff and modality leaders
 - Decision Support and Information Services
 - Regional radiology partners
 - External vendors and system suppliers
- Supports regional collaboration and consistency in production planning approaches.

- Health & safety**
 - 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.

- Compliance and Risk**
 - Ensures data integrity through regular validation and audit of information systems.
 - Maintains compliance with organisational policies, privacy requirements and regulatory standards.
 - Identifies risks in planning systems and implements mitigation strategies.

- Quality**
 - Actively contributes to quality improvement initiatives within Radiology.
 - Develops, monitors and reports on key performance indicators including:
 - Turnaround times
 - Waiting list performance
 - Patient flow metrics
 - Supports audits, reviews and continuous improvement of service delivery.

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.

Relationships

External

- Vendors and suppliers of radiology systems and equipment
- Regional radiology partners
- Contractors and service providers

Internal

- Radiology staff
- District and Regional Radiology partners
- Decision Support
- Clinical Specialties
- Information Services

About you – to succeed in this role

You will have the following:

Qualifications and Experience

Essential

- Relevant tertiary qualification (e.g. Radiology, Informatics, Analytics or similar).
- Strong analytical capability including design, validation and implementation of reporting systems.
- Demonstrated experience in demand and capacity planning or similar analytical role.

- Knowledge of radiology workflows and clinical systems.

Desired

- Postgraduate qualification in a quantitative or health-related discipline.
- Experience in healthcare or radiology environment.
- Experience in project and change management.

Capabilities

Essential

- Strong analytical thinking and problem-solving skills.
- Ability to translate data into actionable insights.
- Excellent communication skills (written and verbal).
- Ability to work collaboratively across multidisciplinary teams.
- Strong organisational and time management skills.
- Ability to influence stakeholders and support decision making.

Desired

- Experience leading improvement initiatives.
- Ability to coach or support others in understanding data and planning processes.

Other Essentials

- 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.

You will be able to carry out the following key accountabilities:

Production Planning

- Develop, implement and maintain production planning methodologies to balance demand and capacity.
- Forecast, monitor and report imaging demand and required capacity.
- Establish and monitor planned workloads for modalities and radiologists.
- Identify and escalate excessive workloads and non-compliant turnaround times.
- Lead weekly, monthly, quarterly and annual production planning

cycles.

- Develop and maintain activity-based models to quantify expected workload and required resourcing.
- Monitor planned vs actual performance and implement corrective actions.
- Provide solutions where demand and capacity are not aligned.
- Support medium-term (2–5 year) service design modelling to map projected demand against capacity for staff and equipment, to identifying future gaps to support timing and investment requirements to inform workforce, contracting and capital planning decisions.

Analytical Services

- Deliver analytical reporting and insights to support operational and clinical decision making.
- Develop and maintain automated reporting tools and dashboards.
- Monitor demand trends (by service, referrer, exam type).
- Analyse waiting lists and service performance trends.
- Identify information gaps and implement solutions.
- Provide ad hoc analysis as required.
- Validate all outputs to ensure accuracy and reliability.

Radiology Systems & Information

- Provide clinical input into radiology systems (RIS, PACS and related systems).
- Support system upgrades, implementation and optimisation.
- Work closely with system experts and vendors to improve functionality.
- Develop training materials and documentation for systems and processes.
- Ensure seamless flow of clinical information through liaison with relevant teams (e.g. SIRRS).

Projects and Improvement Initiatives

- Participate in and lead projects as required (e.g. digital transformation, paperless initiatives).
- Support requirements gathering, implementation, testing and ongoing system support.
- Contribute to service design and improvement initiatives.

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.