

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

Title	Administrator
Reports to	Administration Team leader
Location	Christchurch Health Campus and Burwood Hospital
Department	Radiology
Date	17/04/2026
Job band (indicative)	PSA Allied Health Assistants

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:

Work to Te Whatu Ora [Health NZ] Waitaha Canterbury standards and Ministry of Health (MOH) targets for booking practices, with guidance from the Team Leaders, Clinical Manager, Clinical Director / Triaging Clinicians and Business Manager.

Key Result Area	Expected Outcomes / Performance Indicators
Daily Operations	<ul style="list-style-type: none"> • Patients and visitors to the department are greeted warmly and directed to the appropriate area. • Patient management system is checked for patient demographics and updated as appropriate. • Patient confidentiality and privacy is always maintained. • All information required by Te Whatu Ora [Health NZ] Waitaha Canterbury Management is collected as per agreed protocols and business rules. • Patients who are clearly unwell or infirm are referred immediately to nursing staff. • Task assigned to the FOH are completed to a high standard these are assigned on the weekly roster

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Outsourcing • Images transfers • MDM meetings • Managing shared email boxes • Follow up on Unconfirmed appointments and Confirmation lines. • Pocus validating • Patient confidentiality and privacy is always maintained. • All information required by Te Whatu Ora [Health NZ] Waitaha Canterbury Management is collected as per agreed protocols and business rules.
<p>Communication with the Team and external stakeholders</p>	<p>Communication with Internal and External clients:</p> <ul style="list-style-type: none"> • All enquires and requests from DHB staff, external agencies, general practitioners, patients and other members of the public are responded to promptly and appropriate action taken. • Effective working relationships are maintained with staff from other departments within Christchurch, Christchurch Womens, Waipapa, Ashburton and Burwood hospitals. • Good public relations and communication skills are always practised. <p>Team Communication:</p> <ul style="list-style-type: none"> • Positive and professional behaviours in all relationships are role modelled • Communication is clear, open, accurate and responsible • Confidentiality is maintained • Communicates clearly and proactively seeks feedback • Minutes that are recorded and circulated are read and actioned appropriately • Contribute to a supportive work environment to create a high functioning service
<p>Te Tiriti o Waitangi</p>	<ul style="list-style-type: none"> • 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.
<p>Quality</p>	<ul style="list-style-type: none"> • Quality service is provided by taking an active role in service delivery and identifying areas of improvement • Be familiar with and apply the appropriate organisational and divisional policies and procedures • Regular audits of the service systems and processes are undertaken • Supports Māori-led and Pacific-led responses.
<p>Innovation & Improvement</p>	<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.

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"> • All Te Whatu Ora [Health NZ] Waitaha Canterbury safe work procedures and instructions are observed. • Maintain a high quality, safe and secure work environment by following relevant Te Whatu Ora [Health NZ] Waitaha Canterbury and divisional policies, protocols and standards. • Own safety and that of others is ensured. • All hazards or potential hazards are immediately reported. • Protective equipment is used when appropriate and protective clothing is worn when required. • Unsafe work situations are made safe or, if they cannot be made safe then team leader is informed. • Workplace hazards and risks are monitored. • All accidents or incidents are promptly reported to your Team Leader • The Te Whatu Ora [Health NZ] Waitaha Canterbury rehabilitation plan, to ensure an early and durable return to work, is activated when required. • Advice is sought from your Team Leader if you are unsure of any work practice

Matters which must be referred to the Administration Team Leader

- Any operational or service decision-making.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their support people • Other hospitals, DHBs and Radiology services • GPs, Nurse practitioners and Practice nurses • Other Health providers & Secondary care services 	<ul style="list-style-type: none"> • Radiology staff • Radiologists & Radiology Registrars • Radiology Non-clinical staff • Radiology Admin staff • Other clinical and non-clinical staff

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills – people focused
- A team player – is flexible, and always ready to help and support colleagues
- Technically savvy – quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve accuracy and maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role

Desired:

- Broad administrative experience in a health-related field
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system)
- Awareness of people of differing cultural backgrounds

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.
- 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.

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.