

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

Title	Team Administrator		
Reports to	Administration Team Leader		
Location	Burwood Campus		
Department	Allied Health Administration		
Direct Reports	Nil	Total FTE	0.75
Budget Size	Opex /	Capex	/
Delegated Authority	HR /	Finance	/
Date	17 June 2026		
Salary band (indicative)*	Clerical – National Band 4/Profile 4A		

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:

The health system will reinforce Te Tiriti principles and obligations.

All people will be able to access a comprehensive range of support in their local communities to help them stay well.

Everyone will have equal access to high quality emergency and specialist care when they need it.

Digital services will provide more people the care they need in their homes and communities. 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:

[Insert description of position and key activities, may be bullet pointed or in paragraph form]

Key Result Area	Expected Outcomes / Performance Indicators
	Front of house duties
	Standardised booking processes
	Effective communication
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. Shows a willingness to personally take a stand for equity. Supports Māori-led and Pacific-led responses.
LEADERSHIP ROLES ONLY - Culture and	<ul style="list-style-type: none"> Leads, nurtures and develops our team to make them feel valued.

<p>People Leadership</p>	<ul style="list-style-type: none"> • 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 & Culture 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.
<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. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
<p>Collaboration and Relationship Management</p>	<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.
<p>Health & safety</p>	<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.
<p>Compliance and Risk</p>	<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.

- Matters which must be referred to the [Administration Team Leader]
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- Relationships

<ul style="list-style-type: none"> External Other Health providers Health related groups 	<ul style="list-style-type: none"> Internal Team leader/administrative team members Clinical/Service managers
<ul style="list-style-type: none"> Vendors and supplier Others DHB's Consumers and family/whanau 	<ul style="list-style-type: none"> Director/Associate Director of Allied Health Human Resources

- About you – to succeed in this role

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- You will have
 - Essential:
 - Excellent customer service skills
 - Technically savvy- quick at picking up new application/systems.
 - Excellent organisational, time management and problem-solving skills.
 - Ability to achieve accuracy and maintain attention to detail.
 - A team player
 - Intermediate to advanced user in the Microsoft suite of products eg Word, Outlook, Excel
 - Excellent keyboard skills
 - High level of written and verbal communication.
 - Demonstrated perceptiveness and a proactive approach in an administration role.
 - Desired:
 - Experience in implementing Te Tiriti o Waitangi in action.
 - Broad administrative experience in a health-related field.
 - Knowledge of basic medical terminology.
 - Familiarity with the public hospital systems (including patient administration system).
 - Awareness of people with 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.
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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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*