

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

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.

Title	Receptionist - Administrator
Reports to	Business & Administration Manager – Integrated Health Services Central
Location	Greymouth
Department	Integrated Health Services Central – Integrated Administration Team

Template Note: For non-leadership roles, delete the following rows: **Direct Reports, Total FTE, Budget Size, Delegated Authority.**

	HR		Finance
Date	09/07/2026		
Salary band (indicative)ⁱ	PSA Profile D3 Steps 1-5 \$67,943.00 - \$77,141.00		
Children’s Worker roleⁱⁱ	[Yes or No]		

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The primary purpose of the role is to:

The Receptionist – Administrator provides administration and reception support to clinical services at Te Nīkau Hospital and Health Centre and contributes to the effective operation of the wider health service. The role acts as a key point of contact for patients, whānau, healthcare providers and staff, ensuring access to services is managed efficiently, professionally and in accordance with Health New Zealand policies and procedures.

The role supports patient administration processes, medical records management, financial administration, customer service delivery and the coordination of information across multiple

services. The position contributes to a collaborative team environment and supports equitable, accessible and high-quality healthcare services for the West Coast community.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Provides a high standard of customer service to patients, whānau, visitors and staff.
	<ul style="list-style-type: none"> Performs administrative functions accurately and in accordance with organisational policies and procedures.
	<ul style="list-style-type: none"> Supports collection and processing of patient fees and payments in line with organisational requirements.
Access and Outcomes	<ul style="list-style-type: none"> Supports efforts to improve access to services and achieve better outcomes for the communities we serve. Uses evidence and insights to identify barriers and opportunities for improvement. Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
Access and Outcomes	<ul style="list-style-type: none"> Supports efforts to improve access to services and achieve better outcomes for the communities we serve. Uses evidence and insights to identify barriers and opportunities for improvement. Contributes to inclusive, responsive, and effective service delivery.
Health & safety	<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.
Compliance and Risk	<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.

Culture and People Leadership
(This section is applicable only to leadership roles. Delete for non-leadership roles.)

Matters which must be referred to your manager

- Significant patient complaints or service concerns.
- Privacy breaches or suspected privacy breaches.
- Health and safety incidents or risks with potential for harm.
- Financial discrepancies outside delegated authority.
- Staffing issues or matters requiring management intervention.
- Any issue with significant operational, reputational or service delivery impact.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and whānau. • External healthcare providers. • Primary Health Organisations. • Agencies including ACC and MSD/WINZ. • Police. • Community and Māori health providers • 	<ul style="list-style-type: none"> • Integrated Administration Team. • Clinical and non-clinical staff. • Medical, Nursing and Allied Health teams. • Information Systems Group (ISG). • Hauora Māori Team. • Health New Zealand colleagues and services. •

About you – to succeed in this role

You will have

Essential:

- Minimum one to two years' administrative, reception or customer service experience.
- Demonstrated experience working in an office or healthcare environment.
- Intermediate Microsoft Office skills including Outlook, Word and Excel.
- Excellent written and verbal communication skills.
- Strong organisational and time management abilities.
- Ability to maintain confidentiality and exercise discretion.
- Demonstrated attention to detail and commitment to accuracy.
- Ability to work collaboratively within a team environment.
- Commitment to continuous learning and professional development.

Desired:

- Previous healthcare administration experience.

- Knowledge of patient management systems and healthcare processes.
- Experience working within a culturally diverse environment.

You will be able to Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.

Desired:

- Build positive and respectful relationships with a diverse range of people.
- Demonstrate cultural awareness and support equitable outcomes.
- Work independently and effectively prioritise competing demands.
- Communicate clearly and professionally with patients, whānau and colleagues.
- Demonstrate resilience, adaptability and initiative.
- Maintain high standards of professionalism and integrity.
- Manage workloads accurately and efficiently.
- Contribute positively to a collaborative team environment.
- Embrace new technologies, systems and ways of working

ⁱ Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

ⁱⁱ The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.