

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

Title	Personal Assistant
Reports to	General Manager of Surgical, Perioperative & Radiology
Location	Christchurch Health Campus
Business Unit	People and Culture
Date	July 2026
Job band	TBA
Children's Worker role	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:

Support the General Manager of Surgical, Perioperative & Radiology Office on the Christchurch Hospital campus.

This entails ensuring communications are efficient and support the application of all Health New Zealand | Te Whatu Ora policies, processes and tools, including proactive issues management, relationship management to enable General Manager priorities and business objectives to be successfully achieved.

Key Result Area	Expected Outcomes / Performance Indicators
	- Success in the role will largely be determined by your ability to remain one step ahead of your Manager, supporting your Manager to perform in their role. If they succeed so do you. - Specifically, the role is responsible for: - Keeping abreast of technology - Investigating, researching, analysing and actioning issues as agreed - Ensuring General Manager communications are triaged and managed effectively - Working with and supporting the General Manager team, on behalf of the General Manager, to achieve common goals - Managing information being communicated both to and from the General Manager's Office - Actively managing and navigating future milestones across daily, weekly, and monthly horizons - Establishment and maintenance of effective information and data processing, filing, retrieval and management systems - Manage event preparations and content [seminars, board meetings alliance groups etc].
Te Tiriti o Waitangi	- 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.
Health and Safety	Ensure own health and safety and that of others by observing and taking an active role in all Health New Zealand safe work procedures and instructions. This includes but is not limited to: making unsafe work situations safe, reporting immediately any hazards or potential hazards, and taking an active role in the Health New Zealand's rehabilitation plan, to ensure an early and durable return to work.
Quality	Ensure a quality service is provided in your area of expertise by taking an active role in quality activities, identifying areas of improvement, and being familiar with and applying the appropriate organisational and divisional policies and procedures.
Relationships	
External	Internal

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| <ul style="list-style-type: none"> • Ministry of Health • Relevant health providers across the Canterbury and West Coast region • Relevant health providers across New Zealand • Health consumers and their families • Government agencies and representatives • | <ul style="list-style-type: none"> • Combined Christchurch Campus (Christchurch Hospital / Christchurch Women's Hospital) Campus Managers, Clinical Leaders and their teams • GDO Executive Team • Executive Management Team members and their teams • General Managers and their teams • Communications Team |
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- About you – to succeed in this role
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- You will have
 - Essential:
 - Proven experience as a personal assistant to a senior manager
 - Advanced user of Outlook Mail, and Microsoft Word
 - Intermediate knowledge of Excel, PowerPoint
 - Excellent customer service skills
 - Experienced minute taker
 - Ability to accurately transcribe (digital dictation)
 - Well-informed and internet savvy
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 - Desired:
 - Previous experience in the health sector
 - Undergraduate diploma/degree and/or technical certificate e.g. Business Administration
 - Experienced in using project management software
 - Shorthand skills
 - Experience with Visio, Rostering & travel booking systems
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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

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.