

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	Kitchen Assistant
Reports to	Supervisor/Team Leader
Location	Burwood
Department	WellFood
Date	12-08-2025
Salary Band	Group A Step 1
Children's Work 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:

The Kitchen Assistant plays an important role in supporting the delivery of safe, nutritious, and high-quality food services to patients. Working as part of the WellFood team, the role assists with food preparation, meal assembly, distribution, dishwashing, cleaning, and general kitchen duties to ensure meals are delivered safely, efficiently, and on time.

The Kitchen Assistant contributes to a positive patient experience by providing courteous and professional service while maintaining high standards of food safety, infection prevention and control, hygiene, and workplace health and safety. The role works collaboratively with colleagues to support the effective day-to-day operation of the kitchen and café services, ensuring organisational standards and quality expectations are consistently achieved.

Key Result Area	Expected Outcomes / Performance Indicators
Food Service	• Assist with the meal preparation, portioning, plating, and distribution of meals in accordance with recipes, production schedules, and dietary requirements. • Ensure meals are prepared and served to the required quality, presentation, and portion standards. • Assist with the timely and accurate delivery of meals to patients and other service areas.
Food Safety and Infection Prevention	• Comply with all food safety legislation, infection prevention and control requirements, and organisational policies. • Follow correct food handling, storage, labelling, and temperature monitoring procedures. • Maintain high standards of cleanliness and hygiene in all food preparation and service areas. • Report food safety or infection prevention concerns promptly.
Cleaning and Equipment Care	• Operate kitchen equipment safely and in accordance with manufacturer instructions. • Clean, sanitise, and store equipment, utensils, crockery, and work areas to required standards. • Report damaged or faulty equipment promptly and assist in maintaining equipment in good working order.
Stock Control and Waste	• Assist with receiving, checking, unpacking, and storing stock correctly. • Rotate stock using First In, First Out (FIFO) principles. • Minimise food waste by following portion control and stock management procedures. • Report stock shortages or quality concerns to the Supervisor.
	• Work collaboratively with colleagues to achieve daily operational requirements. • Follow instructions and standard operating procedures accurately. • Contribute to a positive, respectful, and inclusive team environment. • Assist with the orientation and support of new team members when requested. • Demonstrate flexibility by undertaking other duties within the scope of the role as required.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• 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	• 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 & 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. • Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	• 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 your Supervisor/Team Leader or Manager

- Any food safety or hygiene concerns, including temperature breaches.
- Equipment Malfunction or damage
- Shortages of ingredients or supplies
- Incidents, accidents, or near misses in the kitchen.
- Concerns about meeting dietary requirements.
- Any conflict, abuse, or unacceptable behaviour from staff, patients or visitors.

Relationships

External	Internal
• Suppliers • Auditors	• Commercial Support Services leadership and staff • Maintenance & Engineering • Health & Safety • People & Communications • Infection, Prevention & Control • Procurement & Supply • WellFood Staff • All Health New Zealand Staff

About you – to succeed in this role

You will have

Essential:

- Experience in a kitchen, food service or catering environment.
- Understanding of basic food safety practices.
- Ability to work in a fast-paced environment.

Desired:

- Food Safety Certificate (NZQA Unit Standards 167). Experience working within a food services healthcare setting.

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:

- Ability to follow instructions accurately.
- Good Attention to detail.
- Strong work ethic and reliability.

- Ability to work well in a team environment.
- Commitment to providing a safe, high quality food service.