

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	Environmental Services Manager			
Reports to	Service Manager			
Location	Christchurch			
Department	Commercial Support Services			
Direct Reports	2		Total FTE	132
Budget Size	Opex	\$11,000,000	Capex	\$0
Delegated Authority	HR	Yes	Finance	Yes
Date	14-08-2026			
Salary band (indicative)ⁱ	IEA Grade 19			
Children's Worker roleⁱⁱ	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:

Lead the Christchurch Health Campus Environmental Services team to deliver hospital-grade cleaning services across our facilities, maintaining high infection prevention and control standards to support positive health outcomes and hospital flow while creating a clean, safe, and welcoming environment for patients, staff, and visitors.

Key Result Area	Expected Outcomes / Performance Indicators
Management	- Provides direct line management for Team Leaders, supporting them to perform successfully as individuals and as a team. - Carries out workforce management practices to ensure the team is right-sized, suitably staffed and can deliver a reliable service. - Oversees the cost-effective management of assets and consumables across the Christchurch Health Campus, Rangiora and Selwyn sites.

	• Works through the Team Leaders to ensure Cleaners are well managed, supported, competent and performing successfully in their roles.
Service Delivery	• Oversees the successful delivery of specialist cleaning services on Christchurch Health Campus alongside satellite facilities at Rangiora and Selwyn. • Assures compliance with internal and external standards and legislation. • Manages operational spend within budget limits and plans cases for future capex requirements. • Liaises with Environmental Services colleagues to collaborate in delivering quality and consistent services across the district. • Liaises with Department and Ward leadership to ensure the service meets customer needs within budget and resourcing constraints. • Prepares for and implements service changes and responses to increased demand. • Identifies and acts to mitigate or remove service risks, ensuring business continuity threats are planned for.

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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred to your manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Authorisation for expenditure above delegated authority
- Serious misconduct issues and any proposals to terminate employment
- Proposed changes to the service delivery model
- Risks and issues with potential to negatively impact service delivery.
- Agreements to increase service provision.

Relationships

External	Internal
• Patients, whānau and visitors to hospital sites • Suppliers and providers • E tū Union Representatives • ITO providers • Ministry of Health auditors	• Commercial Support Services leadership and staff • Ward and department leadership • Infection Prevention & Control • Maintenance & Engineering • Infrastructure Investment Group • Finance • Human Resources

About you – to succeed in this role

You will have

Essential:

- A relevant tertiary qualification in hospitality or management
- Minimum of 5 years leading a cleaning or logistics team
- Experience training individuals and groups
- Competence using the MS Office Suite and a variety of software applications.

Desired:

- Experience in the healthcare or aged care sectors
- Experience of healthcare cleaning standards
- Experience in implementing Te Tiriti o Waitangi in action

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.
- Engage effectively with a workforce comprising a high number of low literacy and English second language individuals.
- Prepare business communications that engage the reader with the 'why' as well as presenting data and factual information clearly, so decision makers are able to understand the purpose of the request.

Desired:

- Design and deliver training to meet audience needs and increase knowledge, capability and confidence.
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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.