

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	Administrator
Reports to	Midwife Manager, Birthing Suite
Location	Birthing Suite/Maternity Assessment Unit, Christchurch Women's Hospital
Department	Maternity Service
Date	24/08/2026
Salary band (indicative)ⁱ	PSA National Health Administration Workers Collective Agreement: Band/Profile 4A
Children's Worker roleⁱⁱ	Yes

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:

Working alongside the Team Leader, Service Manager and clinical teams, you will help ensure patients receive the right care at the right time by supporting effective booking, admissions and patient administration processes.

As part of the Administration and Clerical Pay Equity Claim settlement this role has been mapped to National Band 4/Profile 4 (final placement step is dependent on skills, knowledge and experience).

For further information about the administration and clerical pay equity settlement please follow the link below:

[PSA National Health Administration Collective Agreement - FINAL \(tewhatauora.govt.nz\)](https://www.tewhatauora.govt.nz/psa-national-health-administration-collective-agreement-final)

You will:

- Follow Waitaha Canterbury and Ministry of Health standards for patient booking and administration.
- Manage the arrival and departure of patients attending acute and planned appointments.

- Coordinate elective outpatient and inpatient admissions to support timely access to treatment.
- Provide excellent customer service to patients, whānau and clinical teams.
- Use the Patient Management System and other clinical systems to accurately coordinate patient admissions, transfers and bookings.
- Manage daily and weekly workloads and competing priorities.
- Create NHI numbers for babies and new patients to New Zealand.
- Enter birth summaries for all births at Christchurch Women's Hospital.
- Maintain accurate and timely patient information and documentation.
- Work collaboratively with clinical and administrative teams to achieve the best outcomes for patients.
- Identify opportunities to improve processes and contribute to a positive and efficient service.

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 manager

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

Relationships

External	Internal
• Patients and their whānau • General practitioners • Other public and private health sector health agencies	• Team leader/administrative team members • Service manager • Clinicians • Wards and other staff

About you – to succeed in this role

You will have

Essential:

- A confident and capable administrator with excellent customer service skills and the ability to remain calm and accurate in a busy healthcare environment.
- Excellent interpersonal and customer service skills, with the ability to communicate respectfully with patients and their whānau.
- The ability to work effectively under pressure and manage competing priorities.
- A high level of accuracy and attention to detail.
- Excellent organisational, time management and problem-solving skills.
- Strong written and verbal communication skills.
- Excellent keyboard skills.
- Intermediate to advanced skills in Microsoft Office, including Word, Outlook and Excel.
- The ability to quickly learn and confidently use new systems and applications.
- The ability to work independently, meet deadlines and take responsibility for your work.
- A proactive and perceptive approach to administration and problem-solving.
- The ability to coordinate multiple inputs and tasks to achieve agreed outcomes.
- A commitment to confidentiality and professionalism.
- A positive, collaborative and team-focused approach.
- A willingness to seek feedback and identify opportunities for improvement.
- An innovative and proactive approach to working smarter and improving services.

Desired:

- Previous administrative experience within a health or hospital environment
- Knowledge of medical terminology
- Familiarity with the New Zealand public hospital system and patient management systems
- An understanding and appreciation of different cultural backgrounds and the importance of providing inclusive services.

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.

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.