

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 – Application Support
Reports to	Administration Team leader
Location	Christchurch Health Campus and Burwood Hospital
Department	Radiology

Date	26/08/2026
Salary band (indicative)ⁱ	PSA Administration collective Band 5
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:

Work to Te Whatu Ora [Health NZ] Waitaha Canterbury standards and Ministry of Health (MOH) targets for booking practices, with guidance from the Team Leaders, Clinical Manager, Clinical Director / Triaging Clinicians and Business Manager.

Key Result Area	Expected Outcomes / Performance Indicators
Tasks	- Act as a primary point of contact for medical workforce applications, software and administrative systems used by SMOs, Fellows and RMOs. - Develop and maintain a high level of knowledge of medical workforce applications and systems and provide practical support and guidance to users. - Support onboarding of new medical workforce into relevant applications and systems, including establishing appropriate access and providing orientation and training. - Provide first-line assistance to medical workforce using relevant applications and systems, resolving straightforward issues and escalating technical or system issues where appropriate.

	Develop and maintain user guidance, process documentation and training resources to support consistent and effective use of medical workforce systems
	Develop and enter base roster patterns within the rostering tool, including changes required when medical workforce commence, change their hours or work patterns, or leave the 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
External system and application providers/support services, as required	- Radiology Business Manager, Chief of Radiology, PA to the Chief of Radiology, Operations Managers and other Clinical Operational Leadership team members - SMOs, Fellows and RMOs - Radiology Administration Team - Radiology PACS Team - Other Radiology staff - Other Health New Zealand staff as required

About you – to succeed in this role

You will have

Essential:

- Highly computer literate in the Microsoft suite of products.
- Excellent keyboard skills and writing skills.
- High level of written and verbal communication skills.
- Demonstrated perceptiveness and a proactive approach to delivery of output.

Desired:

- Relevant, supportive qualifications.
- Demonstrated ability to coordinate multiple people, processes and activities through to completion, including managing competing priorities and deadlines.

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:

- learn new software, applications and systems quickly;
- are confident exploring how systems work and developing a strong working knowledge of them;
- approach problems logically and can work through straightforward issues;
- can explain systems and processes clearly to other people;
- are accurate and have strong attention to detail;
- can organise your work and manage competing priorities;
- communicate confidently and build positive working relationships;
- take ownership and follow things through; and
- are comfortable working with confidential and sensitive information.
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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.