

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	Administration Team Leader
Location	Christchurch Health Campus and Burwood Hospital
Department	Radiology

Date	DD-MM-YYYY
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
Key Tasks	Act as a key point of connection between the Service, recruitment teams and prospective SMO, Fellow and RMO candidates throughout the recruitment process.
	Maintain oversight and tracking of prospective candidates through the Service recruitment process, ensuring required actions are progressed and outstanding requirements are followed up.
	Coordinate and arrange interviews, including candidate communication, interview panels, scheduling and associated documentation.

	Coordinate Service requirements for successful candidates from appointment through to commencement.
	Coordinate and arrange onboarding and induction for new medical workforce, working with relevant Service and organisational teams to ensure requirements are completed and new staff are supported to commence effectively.
	Maintain appropriate recruitment and onboarding records and provide visibility of candidate status, upcoming appointments and outstanding actions to Service leadership.
	Coordinate and arrange Service documentation, approvals and other requirements for visiting health professionals and medical visitors.
	Support prospective trainees and other potential future medical workforce through Service-related recruitment and visiting processes.
	Coordinate exit processes for departing medical workforce, including required Service documentation, notifications, system/access requirements, return of Service property and other relevant offboarding activities.
	Maintain visibility of upcoming departures and ensure relevant Service and organisational teams are notified and required exit actions are completed within appropriate timeframes.
	Proactively identify and follow up delays, outstanding actions or issues that may affect recruitment, onboarding, commencement or exit processes and escalate these where appropriate.

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
Prospective candidates	- Radiology Operations Manager, Business Manager, Chief of Radiology, PA to the Chief of Radiology, and other Clinical Operational Leadership team members - SMOs, Fellows and RMOs - Other Radiology staff - Recruitment. - Other Health New Zealand staff

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.

- Demonstrated attention to detail and ability to maintain accurate records, track progress and proactively follow up outstanding actions.
- Demonstrate a team approach to work and a collaborative working relationship with the management team.
- Demonstrated ability to build positive and professional relationships and communicate effectively with a wide range of people.
- Ability to appropriately manage confidential and sensitive information.

Desired:

- Relevant, supportive qualifications.
- Demonstrated ability to coordinate multiple people, processes and activities through to completion, including managing competing priorities and deadlines.
- Experience supporting recruitment, onboarding, workforce administration or similar processes.
- Experience in recruitment, human resources, medical workforce administration or healthcare administration.
- Experience in coordinating recruitment, interviews, onboarding, induction or offboarding processes.
- Experience working with medical, clinical or other professional workforces.

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.
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Desired:

- [Demonstrate ...]

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.