

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	Personal Assistant to the General Manager and Director of Allied Health			
Reports to	General Manager			
Location	Christchurch			
Department	Older Persons Health & Rehabilitation, Hospital and Specialist Services			
1.0				
Direct Reports	N/A		Total FTE	N/A
Budget Size	None		Capex	None
Delegated Authority			Finance	
Date		September 2026		
Salary band (indicative)ⁱ		ICA 5-4 to ICA 5-6		
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:

The Personal Assistant provides proactive, high-level executive and administrative support to the General Manager and Director of Allied Health, enabling the effective delivery of strategic, operational and professional leadership objectives across Older Persons Health & Rehabilitation and the wider Hospital and Specialist Services portfolio. Based at Burwood Hospital, the role supports integrated leadership across Older Persons Health, Rehabilitation Services, Allied Health, Community Services and associated clinical programmes.

Key Result Area	Expected Outcomes / Performance Indicators
Executive Support	Provides comprehensive executive support; manages complex calendars, correspondence, travel, meeting preparation and roster accuracy.
Governance and Meeting Support	Coordinates governance and operational meetings; prepares agendas, papers, minutes and action tracking.
Allied Health Leadership Support	Supports the Director of Allied Health; coordinates forums, governance meetings and workforce initiatives.
Information Management	Maintains document systems, prepares reports and presentations, and protects confidentiality.
Stakeholder Relationship Management	Builds effective relationships and acts as a key liaison point for stakeholders.
Operational Coordination and Continuous Improvement	Supports recruitment, onboarding, workshops, planning events and process improvement.

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.
- Significant Staff Health & Safety risks

Relationships

External	Internal
Community providers, primary care organisations, professional bodies and service providers.	General Manager, Director of Allied Health, Clinical Directors, Service Managers, Allied Health Leaders, Nursing Leaders, Medical Leaders, IIG, HR, Finance, and Planning Funding & Outcomes.

About you – to succeed in this role

You will have

Essential:

- Successful experience in a Personal Assistant or senior administrative support role.
- Experience supporting senior leaders.
- Advanced Microsoft Office skills including competency with AI.
- Strong communication, organisation and relationship management skills.

Desired:

- Experience in Health New Zealand or the wider health sector.
- Knowledge of rehabilitation, community, older persons health and Allied Health services.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and accountability.
- Build trusted relationships and communicate effectively.
- Demonstrate adaptability, professionalism, integrity and continuous improvement.
- Contribute to a positive, inclusive and safe working environment.

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.