

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 Chief of Radiology
Reports to	Chief of Radiology Radiology Business Manager
Location	Christchurch
Department	Radiology

Direct Reports	Nil		Total FTE	1.0
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	03/09/2026			
Salary band (indicative) ⁱ	PSA Administration collective Band 5			
Children’s Worker role ⁱⁱ	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 primary purpose of this role is to provide proactive, high-level executive and administrative support to the Chief of Radiology, enabling the Chief to lead a large, complex and operationally demanding clinical service effectively.

The Personal Assistant actively manages the flow of information, commitments, decisions and actions through the Office of the Chief of Radiology. This includes anticipating requirements, protecting and prioritising the Chief's time, maintaining forward visibility of emerging commitments and risks, and ensuring important matters are progressed through to completion.

Success in the role requires sound judgement, initiative, agility and a high degree of personal accountability. The Personal Assistant is expected to remain one step ahead,

resolve matters within their scope, identify when escalation or a decision is required, and continually improve the systems and processes supporting the Chief's work.

Key Result Area	Expected Outcomes / Performance Indicators
Executive workflow and inbox management	• The Chief's correspondence and executive workload are actively prioritised, progressed and kept visible, with significant matters neither delayed nor overlooked. • Urgent, sensitive and high-risk matters are identified and escalated promptly with sufficient context to support decisions. • Routine matters are resolved or redirected within agreed scope, and requests, approvals, decisions and emerging issues remain visible through reliable workflow practices. • Executive correspondence and summaries are concise, accurate and support timely action.
Diary management and forward planning	• The Chief's time is actively managed around service priorities, with conflicts resolved early and sufficient preparation and forward visibility maintained. • Competing commitments are prioritised using sound judgement, with appropriate allowance for preparation, travel, follow-up and focused work. • Upcoming commitments, milestones, papers and decisions are anticipated across daily, weekly and longer-term horizons.
Meetings, decisions and action management	• Meetings involving the Chief are well prepared and resulting decisions, commitments and actions are captured and progressed reliably. • Actions from email, meetings, governance forums and operational discussions are maintained in a central, current system with owners and due dates visible. • Overdue, high-risk or blocked matters are followed up and escalated appropriately, with concise forward visibility of upcoming decisions and commitments.
Executive communication and relationships	• Communication through the Office of the Chief is clear, timely and professional, and relationships support effective progress across a complex clinical environment. • Communication is adapted appropriately for clinical, executive, staff and external audiences and sensitive information is handled with discretion and sound judgement. • Productive relationships are maintained across Radiology, Health New Zealand and relevant external organisations.
Digital working and continuous improvement	• Contemporary digital tools and reliable processes reduce administrative effort, improve visibility and strengthen the effectiveness of the Office of the Chief. • Microsoft 365 and other approved applications are used confidently and effectively for executive email, calendars, documents, meetings, information and actions. • Repeatable workflows and appropriate automation or AI-enabled tools are used responsibly, with outputs validated and confidential information protected. • Inefficient or unreliable processes are identified and practical improvements implemented or recommended within agreed scope.

Office coordination and broader service support	• The Chief is supported by an organised, accountable and collaborative office that responds effectively to changing service needs. • The role workload is planned and managed independently, with agreed outputs delivered accurately and on time. • Collaboration with Radiology leaders, administrators and support staff occurs while retaining clear ownership of the responsibilities and outputs of this role. • Records and process documentation support continuity during planned and unplanned absences; other reasonable duties and agreed service priorities are completed to the standard expected of the position.
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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.

- Matters outside agreed authority or scope, significant or emerging risks, sensitive employment or conduct matters, and issues requiring executive or clinical decision-making.

Relationships

External	Internal
• Relevant health services and providers • Professional colleges, agencies and partner organisations	• Chief of Radiology and Radiology Business Manager • Radiology Clinical and Operational Leadership Team • Senior Medical Officers, Fellows and Resident Medical Officers • Radiology Administration Team and wider Radiology workforce • Chiefs of Service and other Services • Office of the Chief Medical Officer and other executive offices • Health New Zealand leaders, personal assistants and corporate teams

About you – to succeed in this role

You will have

Essential:

- Demonstrated initiative and the ability to anticipate requirements, take ownership and follow matters through without continual direction.
- Strong judgement and the ability to assess priority, urgency, sensitivity, risk and the appropriate point for escalation.
- Demonstrated ability to manage a complex workload, executive correspondence, competing commitments and changing priorities.
- Advanced practical capability with Microsoft Outlook, Word and Teams, and confidence learning and applying other digital applications.
- Ability to design and use effective digital workflows, including email rules, categories, flags, conditional formatting, templates and action-tracking systems.
- Strong written and verbal communication, including the ability to produce concise, accurate executive correspondence, summaries, agendas and minutes.
- Ability to investigate and synthesise information, identify what is material and present it in a way that supports decision-making.
- Confidence building relationships and communicating with senior leaders, clinicians and diverse stakeholders, including being appropriately assertive when required.
- Excellent attention to detail, information-management discipline and commitment to completing work accurately and on time.
- High standards of discretion, confidentiality, reliability, professionalism and personal accountability.

- Adaptability, composure and practical problem-solving in a complex, fast-changing environment.

Desired:

- Experience providing executive support, project coordination, operational coordination, information management or comparable support in a complex organisation.
- Experience using workflow automation, AI-enabled productivity tools or other digital approaches to improve the quality and efficiency of work.
- Experience supporting senior clinical, operational or executive leaders.
- Experience in healthcare, the public sector or another complex and highly regulated environment.
- Relevant tertiary, business, project, digital or administrative qualification.

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:

- Use contemporary digital tools and practical process improvement to strengthen executive support and business continuity.

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.