

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	Service Manager, Front of House			
Reports to	General Manager, Commercial Services			
Location	Christchurch			
Department	Commercial Services			
Direct Reports	5		Total FTE	236
Budget Size	Opex	\$22.8m	Capex	Yes as approved
Delegated Authority	HR	Yes	Finance	\$10k
Date	06-08-2026			
Salary band (indicative)ⁱ	SP			
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:

Manage critical services supporting hospital flow, operations and communications across the District. Additionally, this position oversees Transalpine contract management, serving as the local subject matter expert for a number of local and national agreements.

Work in collaboration with senior operational and clinical stakeholders, as well as staff across the organisation to provide leadership and strategic planning whilst overseeing the business operations of each team and ensuring the delivery of safe, efficient and sustainable services

Service Manager Front of House team responsibilities include Sterile Sciences, Orderlies, Contact Centre, Mail services, Inter-hospital shuttle, Staff and Patient Travel

Key Result Area	Expected Outcomes / Performance Indicators
Financial Outcomes	- Lead the teams to ensure physical, people and financial resources remain within budget parameters. - Lead reporting on budget position and financial KPIs across the services to enable and ensure internal and external financial

	and contract targets are achieved, including the maximisation of income opportunities and the delivery of efficiency savings. • Actively participate in the annual financial planning processes including annual budgets and capital prioritisation. • Develop and implement strategy and business plans for all services and contracts.
Quality Outcomes	• Lead quality, safety and clinical governance initiatives, ensuring compliance with regulatory and accreditation requirements. • Provide clarity around purpose and goals for the teams and constantly communicate direction. • Champion a proactive patient safety, quality improvement and risk management culture that reflects best practice, is patient centred and includes our teams' participation. • Introduce and manage documentation control that captures procedures, processes, policies, forms and other relevant control documents.
Contract Management Canterbury & West Coast	• Prepare District purchasing specifications to provide guidance to the national procurement team of our local needs and participate in tender evaluation programmes. • Oversee the local implementation and monitoring of the contract. • Be the subject matter expert for the Districts on the service level agreements and be the point of contact. • Ensure contracted service providers are meeting the terms and conditions of their agreements with Canterbury & West Coast Districts.

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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.
- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

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.
- [Financial matters that are outside the delegated finance authority
- People matters that may lead to serious disciplinary outcomes

Relationships

External	Internal
- Professional bodies including NZ Sterile Sciences Association - ITO qualification partners - Contracted Service Suppliers - Union partners including PSA and Etū	- District Group Director of Operations - District Leadership Teams - Peri-operative Leadership Team - Finance Business Partner - Procurement & Supply Chain - Quality Managers - Health, Safety & Risk

About you – to succeed in this role

You will have

Essential:

- A tertiary qualification in a business-related discipline plus a body of knowledge specific to hospital operations.
- A minimum of 8 years people leadership plus a minimum of 5 years leading complex operations in a hospital/healthcare setting.
- Be able to work collaboratively with clinical colleagues to ensure continuous patient flow.
- Experience leading organisational change and continuous improvement initiatives
- Sound financial management and budgeting experience

Desired:

- Healthcare background in nursing or allied health
- A postgraduate management qualification
- Experience in workforce planning and management

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:

- [Demonstrate ability to negotiate and work with multiple stakeholders from multiple disciplines
- Able to quickly develop collaborative relationships with internal and external partners

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.