

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	Admin Supervisor
Reports to	Admin Team Lead
Location	Christchurch
Department	General Surgery

Date	06/10/2026
Salary band (indicative)ⁱ	PSA Band 6B
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 Administration Team Supervisor provides day-to-day supervision of an administration team; providing technical advice and expertise, guiding the team to deliver key services to patients, and clinical staff, in an effective, efficient, and high-quality manner, alongside handling a portfolio of responsibilities critical to the smooth progression of BAU service delivery. The Supervisor is a primary point of contact for day-to-day knowledge across a broad range of knowledge areas including National guidelines for Planned Care, Technical and Systems guidance, Process-based instructions as well as being a change champion and conduit for required updates to the way we manage administrative support for the General Surgery department. They provide direct support to the Administrative Team Leader to monitor, measure and maintain target patient flow, problem solve care concerns and help meet the ongoing and changing needs of the Service they work under. When needed, the Supervisor will be able to confidently step up to assume leadership temporarily and in the absence of the Team Lead.

Key Result Area	Expected Outcomes / Performance Indicators
Optimised Patient Flow	Support clinical teams by supervising the delivery of continuous high-quality care.

	Support Administration team to ensure equitable spread of work and achievement of key deliverables
Support Team Lead	- Working with TL to foster and maintain a positive and patient-centric workplace culture. - Ensuring expectations of service are aligned to resourcing, and service cover is maintained at all times
National WL guidelines Overview	- Ensuring processes and documentation are aligned to national standards for patient care. - Monitoring practical activities for adherence to best practice data requirements, systems-based management, and sensitive patient data confidentiality standards.
Team Management	- Effective coaching of team members to achieve their best through service improvements, and training on new processes. - Communicate and implement new ideas and improvements in a team-centred way.
Service leadership	- Key point of contact for staff complaints and incidents, escalation to HR where necessary and ownership of meetings, strategies and outcomes where applicable. - Thorough understanding of key results and expectations from Planned Care, Service and Clinical leads and application of realistic timeframes to achieve these, when asked.
Additional	- Contributing to Projects and Change management as asked. - Performing other duties as asked and agreed to with your Manager.

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.
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Culture and People Leadership

(This section is applicable only to leadership roles – do not amend. Delete for non-leadership roles.)

- 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.
- We operate as a safe working environment and any incident that may lead to a formal Safety concern being lodged must be flagged at earliest opportunity.

Relationships

External	Internal
• Outsourcing partners • Private Clinical rooms/services • Consumers and family/whanau • Health related groups including GP practices • Other districts/Health NZ	• Admin Team Leader, and Team members. • Service Manager and Clinical Director/Clinicians • Organisational contacts that contribute to and/or support the day to day running of the GSG service at Te Whau Ora, Waitaha Canterbury.

About you – to succeed in this role

You will have

Essential:

- Strong Customer Focus and empathetic approach to client care.
- Intermediate user level for Microsoft Office products including Outlook.
- Experience with high volume data management systems in a complex organisational setting.

- Demonstrated success in leading (or as an early adopter) to high impact improvement initiatives.

Desired:

- Previous Supervisor experience in a small/med team.
- Experience with SIPICs (South Island Patient Information Care system)
- Knowledge in Health NZ Planned Care and/or Elective Services Guidelines.
- Experience working in an administrative role in a Tertiary Hospital.

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:

- Demonstrated knowledge of Te Tiriti o Waitangi in action in the context of a healthcare setting.

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.