

Position Description | Te whakaturanga ō mahi

Health New Zealand | Te Whatu Ora

This position description is intended to provide an insight into 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	Supervisor
Reports to	Hospitality Manager
Location	Greymouth
Department	WellFood
Date	20/10/2026
Salary Band	Group C Step 1
Children's Work Role	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:

Supervise the delivery of high-quality food services that provide safe, nutritious, and appropriate meals for patients, visitors, and staff. The role provides day-to-day operational leadership, ensuring food preparation and meal services are delivered in accordance with organisational standards, food safety and hygiene requirements, infection prevention and control requirements, legislative obligations, and agreed service expectations.

The Supervisor works alongside the Hospitality Manager and frontline teams to coordinate food service delivery, support staff performance and development, monitor food quality and service outcomes, and identify opportunities for continuous improvement. The role plays an important part in maintaining a culture of safety, teamwork, and excellence across Food Services.

Key Result Area	Expected Outcomes / Performance Indicators
Supervision and Staff Support	• Provide day-to-day supervision, guidance, and operational support to the WellFood team and frontline staff. • Support the Hospitality Manager with roster coordination, leave planning, and maintaining appropriate staffing levels to meet service requirements. • Promote a positive team culture that encourages teamwork, accountability, respectful communication, and continuous development. • Support staff onboarding, induction, training, and performance conversations in partnership with the Hospitality Manager. • Ensure daily rosters and attendance records are accurate and completed in a timely manner to support correct payroll processing. • Support recruitment and selection activities to ensure staffing levels and capability meet service delivery requirements.
Operational Service Delivery	• Monitor service standards and identify opportunities to improve quality, efficiency, and customer experience. • Support the implementation of changes to systems, processes, and procedures to improve service delivery. • Participate in audits, reviews, and reporting requirements, ensuring actions are followed through. • Encourage a culture of continuous improvement and service excellence within the team.
Financial and Resource Management	• Support the efficient and responsible use of resources, including stock, equipment, and supplies. • Assist the Hospitality Manager with stock control, wastage monitoring, and procurement processes in line with organisational guidelines. • Support equipment maintenance reporting and identify requirements for repair or replacement. • Maintain accurate operational records and information to support financial reporting, service planning, invoicing, and performance monitoring. • Work with the Hospitality Manager to ensure resources are effectively managed to support quality service delivery.
Efficient operational delivery	• Daily staffing, workloads, and resources are effectively coordinated to support service requirements. • Equipment and supplies are used appropriately and managed responsibly. • Opportunities to improve efficiency, reduce waste, and enhance service delivery are identified and supported.

Strong communication and collaboration	• Effective working relationships are maintained with clinical teams, support services, contractors, and other key stakeholders. • Service issues, concerns, and requests are responded to promptly and escalated appropriately. • Information is communicated clearly to support consistent service delivery across teams.
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	• Supports the implementation of health and safety procedures and initiatives within the team, monitors safe work practices, and escalates concerns to the Hospitality Manager. • 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	• Identifies and reports risks within the team, supports risk mitigation activities, and escalates matters outside delegated authority to the Hospitality Manager. • Monitors compliance within the team with relevant statutory, food safety, health and safety, and regulatory requirements, and reports issues to the Hospitality Manager. • 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, day-to-day supervision, coordinating staff, allocating work, and supporting safe, effective food service delivery.

- Supports team capability through day-to-day coaching, training, development, and 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 accountability and continuous improvement in daily work practices, monitors service standards, and escalates concerns to the Hospitality Manager.
- 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.
- Significant issues impacting the safe, effective, or timely delivery of WellFood services.
- Any food safety, infection prevention, health and safety, or compliance concerns requiring management oversight.
- Serious incidents, complaints, or feedback that cannot be resolved at the operational level.
- Staff performance, conduct, attendance, wellbeing, or employment matters requiring formal management involvement.
- Staffing concerns that may impact service delivery, including ongoing vacancies, unplanned absences, or significant changes to staffing requirements.
- Requests for additional resources, equipment, or expenditure outside delegated authority.
- Significant changes to service processes, procedures, menus, or operational practices that may impact quality, cost, or customer experience.
- Escalated concerns from patients, whānau, clinical teams, suppliers, or other stakeholders.
- Any matter requiring a decision, approval, or direction outside the scope of the Supervisor's delegated responsibilities.

Relationships

External	Internal
• Unions • Training Providers • Contracted Services • Patients and their whānau	• Commercial Support Services leadership and staff • Maintenance & Engineering • Health & Safety

- People & Communications
- Infection Prevention & Control
- Procurement & Supply

About you – to succeed in this role

You will have

Essential:

- A minimum of 12 months' experience supervising medium to large teams
- Confident user of Microsoft Suite and relevant software applications
- Level 4 Front Line Management qualification or equivalent
- NZQA Assessor certification
- Demonstrated ability to tailor complex messages to a range of audiences including clinical, management, the public and those who may experience literacy, digital learning difficulties or English as a second language challenges
- Experience in staff rostering, supervision, and operational planning.

Desired:

- Experience working in a large and complex organisation, preferably within a healthcare setting.
- Knowledge and understanding of food safety requirements, infection prevention principles, and quality standards.

You will be able to

Essential:

- Deliver results through effective planning, sound judgement, and personal accountability.
 - Build trusted relationships and work collaboratively to achieve shared goals.
 - Communicate clearly and adapt your 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 your own development and support the development of others where appropriate.

Desired:

- Demonstrate experience supporting and developing team members.
- Contribute to service improvement activities and the review of work practices.
- Use quality information, feedback, and data to identify opportunities for improvement.
- Support training, coaching, and knowledge sharing within the team.