

# 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.*

|                   |                                    |
|-------------------|------------------------------------|
| <b>Title</b>      | Booking Administrator              |
| <b>Reports to</b> | Team Leader – Central Booking Unit |
| <b>Location</b>   | Greymouth – West Coast             |
| <b>Department</b> | Central Booking Unit               |

|                                             |                  |
|---------------------------------------------|------------------|
| <b>Date</b>                                 | 22/10/2026       |
| <b>Salary band (indicative)<sup>i</sup></b> | Band 5 Profile 5 |
| <b>Children's Worker role<sup>ii</sup></b>  | 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 Booking Administrator serves as the primary point of contact for the Central Booking Unit - Cowper Street Hub - Te Nikau Hospital & Health Centre Campus.

~~description of position and key activities, may be bullet pointed or in paragraph form. Avoid listing specific tasks here or in the KRAs as these may change over time e.g. as business processes change.~~

| Key Result Area         | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reception Duties</b> | <ul style="list-style-type: none"> <li>Manages Patient enquiries professionally while maintaining a high level of responsiveness.</li> <li>Positive Patient Experience</li> <li>Safeguards sensitive information by strictly adhering to patient privacy and confidentiality Policy, ensuring compliance with the Privacy act 2020, Health Information Privacy Code 2020, Biometric Processing Privacy Code 2025.</li> <li>Supports the operational needs of both the Team Leader and the Central Booking Unit through effective administration.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>Serves as a key point of contact to connect the Central Booking Unit with Internal Health NZ West Coast teams.</li> <li>Oversees the unit's shared electronic mailboxes and outbound text communication platforms.</li> <li>Delivers high-quality verbal and written communications across all operational channels.</li> </ul> |
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| Key Result Area             | Expected Outcomes / Performance Indicators                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <b>Access and Outcomes</b>  | <ul style="list-style-type: none"> <li>Supports efforts to improve access to services and achieve better outcomes for the communities we serve.</li> <li>Uses evidence and insights to identify barriers and opportunities for improvement.</li> <li>Contributes to inclusive, responsive, and effective service delivery.</li> </ul>                                                                                                                                                                                                                                                                     |
| <b>Te Tiriti o Waitangi</b> | <ul style="list-style-type: none"> <li>Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way.</li> <li>Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders.</li> <li>Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.</li> </ul>                                                                                                                                                       |
| <b>Health &amp; safety</b>  | <ul style="list-style-type: none"> <li>Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives.</li> <li>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.</li> <li>Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.</li> </ul> |
| <b>Compliance and Risk</b>  | <ul style="list-style-type: none"> <li>Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place.</li> <li>Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit.</li> <li>Understands, and operates within, the financial &amp; operational delegations of their role, ensuring peers and team members are also similarly aware.</li> </ul>                                                                                                                                              |

### 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.

### Relationships

| External                                                                                                      | Internal                                                                            |
|---------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>West Coast Community</li> <li>Health NZ Patients and Whanau</li> </ul> | <ul style="list-style-type: none"> <li>Central Booking Unit Team Members</li> </ul> |

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| <ul style="list-style-type: none"> <li>• General Practitioners</li> <li>• Visiting Clinical Specialists and Locum Staff</li> <li>• Third-Party Vendors and Contractors Commissioned by Health NZ</li> <li>• Regional Service Delivery Manager -Planned Care</li> </ul> | <ul style="list-style-type: none"> <li>• Rural Inpatient &amp; Transalpine Services Operations Manager</li> <li>• Research Officer – Hospital &amp; Specialist Services</li> <li>• Management Accountant Hospital &amp; Specialist Services</li> <li>• Medical Staffing Unit</li> <li>• Senior Medical Officers</li> <li>• Resident Medical Officers</li> <li>• Clinical Nurse Managers</li> <li>• Clinical Nurse Specialists</li> <li>• Medical Records Department</li> <li>• Day Surgery Unit</li> <li>• Outpatient Department</li> <li>• Population Health Team</li> <li>• Information Services Group - Help Desk &amp; Field Technicians</li> </ul> |
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## About you – to succeed in this role

### You will have

### Essential:

- Advanced understanding of shared information management systems, central email workflows, and digital messaging frameworks.
- Proficiency in handling corporate digital communication tools to manage inbound and outbound queues effectively
- Demonstrate Strong Verbal Communication and active listening
- Show you are able to collaborate seamlessly with colleagues to ensure continuous front-of-house coverage and smooth operational workflows.
- Demonstrates flexibility by willingly assisting team members during high-volume periods or administrative bottlenecks.
- Cultivates positive, respectful, and trusting working relationships within the Central Booking Unit.
- Act as a reliable bridge between the booking unit, the Team Leader, clinicians, and external stakeholders across Health NZ West Coast.
- Handles workplace challenges constructively, utilising open communication to resolve minor differences or misunderstandings early.
- Maintain a calm, professional, and solution-focused demeanour during stressful or fast-paced situations.

**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:**

- Existing familiarity with medical terminology, patient pathways, triage urgencies, and standard outpatient or inpatient booking protocols.

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<sup>i</sup> 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.

<sup>ii</sup> 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.