

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	Administrator
Reports to	Administration Team Leader
Location	Christchurch Outpatients
Department	Diabetes & Endocrinology

Date	October 2026
Salary band (indicative)ⁱ	Administration Band 5

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:

As an Administrator, you will provide comprehensive administrative support within a busy healthcare environment, coordinating patient bookings, clinic preparation, documentation management, covering reception, stakeholder communication, and day-to-day administrative processes to support the effective delivery of clinics and services. Through efficient coordination and administration, you will contribute to improved patient access, service effectiveness, achievement of programme targets, and the smooth operation of the Diabetes and Endocrinology team.

Key Result Area	Expected Outcomes / Performance Indicators
Administrative and Secretarial support	- Coordinate and schedule patient bookings, ensuring clinic capacity and attendance requirements are achieved. - Support administration of monthly patient prioritisation processes and associated booking activities. - Maintain a short-notice patient contact list to maximise clinic utilisation and fill cancellations where appropriate.

	• Ensure all Diabetes and Endocrinology Service patients are booked in a timely manner. • Maintain accurate and up-to-date patient information within SIPICS and other relevant systems. • Complete correspondence, typing, data entry and administrative documentation to a high standard. • Process non-attendance administration, ensuring communications are issued and appropriate documentation is recorded in the clinical record.
Documentation	• Prepare, collate, and coordinate clinic materials required for clinics.
Team Support	• Maintain accurate administrative records relating to patient bookings, attendance, and programme activity. • Participate in rostered reception cover as required. • Contribute positively to a collaborative and supportive team environment. • Work constructively with multidisciplinary teams to support service delivery and patient outcomes.
Other Duties & Tasks	• Undertakes additional administrative duties and responsibilities as reasonably required to support service delivery and team priorities. • Demonstrates flexibility by providing cross-coverage and assistance during periods of increased workload, leave, or service demand. • Responds positively to requests from the Administration Team Leader, Senior Medical Officers (SMOs), Clinical Director (CD), Service Manager (SM), and contributes to changing operational requirements. • Participates in continuous improvement activities and supports the implementation of new administrative processes and practices. • Completes assigned tasks accurately, professionally, and within agreed timeframes. • Contributes to a collaborative team environment and supports achievement of departmental objectives.
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.

This includes:

- Patient safety concerns, incidents, or clinical risks.
- Significant service delivery, booking, or scheduling issues.
- Escalated patient or stakeholder complaints.
- Privacy breaches, confidentiality concerns, or documentation errors.
- Health and safety incidents or workplace concerns.
- System failures or issues affecting service delivery.
- Operational, financial, legal, or reputational risks.
- Any matter requiring management approval or decisions beyond the delegated authority of the role.

Relationships

External	Internal
• Patients • Diabetes Society • Whānau and other approved patient contacts	• Diabetes and Endocrinology Clinical Staff • Administration team • Senior Medical Officers • Clinical Director • Service Manager

About you – to succeed in this role

You will have

Essential:

- Proven experience in an administrative or coordination role within a complex organisation
- Strong computer skills, including Microsoft Word and Excel
- Excellent typing skills (35 – 45 words per minute)
- Strong organisational skills with the ability to manage competing priorities and deadlines.
- Excellent verbal and written communication skills
- Ability to work independently and collaboratively within a multidisciplinary environment.
- Strong customer service focus, commitment to quality and positive attitude
- High level of professionalism, discretion, and confidentiality

Desired:

- Experience in the health sector,
- Familiarity with patient management systems
- Dictaphone transcription experience
- Experience coordinating clinics or patient booking services.

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.

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.