Health New Zealand
Te Whatu Ora

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	Booking Administrator
Reports to	Administration Team Leader, Women's Health
Location	Christchurch
Department	Women's Health Outpatients
Date	23-07-2026
Salary band (indicative)[i]	Band 5
Children's Worker role[ii]	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 key purpose of the role is to work to Waitaha Canterbury standards (and Ministry of Health targets) for booking practices, with guidance from the Team Leader, Service Manager and Clinical Director/Triaging Clinician.

This includes the managing of waitlists, processing referrals, the arriving and departing patients attending an outpatient clinic appointment, the booking of elective outpatient/inpatient admissions, and the preparation of documents to ensure patients receive treatment within Waitaha Canterbury and MoH guidelines.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Service	A genuine focus on excellent customer service skills is maintained. Customers include patients, clinicians and others who access our services • Patient confidentiality and privacy is always maintained. • Front of house duties undertaken with excellent customer service skills. • Patient management system is checked for patient demographics and updated as appropriate.

	• Patients who are clearly unwell or infirm are referred immediately to nursing staff. • All documents are available to clinicians for appointments/admissions so that there is no delay in care to the patient
Patient Management System (SI PICS) and associated clinical system processes are standardised	Business Rules - Waitaha Canterbury Elective Services Guidelines. Process from referral through to booking patients is managed as per latest National Guidelines • Patients are booked by priority, managing 'greatest need, longest wait' and meeting Planned Care (MoH) requirements • All data entry is accurate and timely. • Clear, concise and timely booking information is communicated with the patients. • Clinical direction is sought as required and in particular regarding any re-categorisation queries from the referrer • Bookings take into consideration the pre-booking requirements, including the timing of diagnostic tests etc. • Clinic/Inpatient preparation and outcome is undertaken as required by the clinical team and business rules associated with National Patient Flow. • Cancellations are managed by standardised process Clinic Utilisation • Clinic bookings are made as per the clinic template • A high level of clinic utilisation is maintained • Clinic preparation and outcome is undertaken as required by the clinical team and business rules associated with National Patient Flow. Inpatient bookings: • Utilisation of surgical lists are managed as agreed with the surgeon and service manager • A high level of surgical list utilisation is maintained • Surgical list preparation and outcome is undertaken as required by the clinical team and business rules associated with National Patient Flow. Wait List Management: • Surgical/Clinic wait list and SI PICS wait lists are synonymous • Wait lists are filtered as agreed with service requirements and aligned with 'greatest need/longest wait' • If in doubt, check with clinical and service management.
Communication	Positive and professional behaviours in all relationships are role modelled

	• Communication is clear, open, accurate and responsible • Confidentiality is maintained • Communicates clearly and proactively seeks feedback • Contribute to a supportive environment in order to create a high functioning service.
Accurate Data Entry	Fast and accurate data entry of patient demographic details and clinical information • Able to process high volumes of referral and booking information in a timely manner • High attention to detail to ensure minimal errors occur
Flexibility	Undertake other duties as reasonably directed by the Team Leader • Assistance with the overall service provision as workload determines. • Additional duties are carried out in the best interest of the service and in a competent and efficient manner.

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.
- Employees are expected to escalate matters early to highlight any barriers to work being completed in a timely, and accurate manner

Relationships

External	Internal
• Patients and their families • General practitioners • Lead Maternity Carers • Other public and private health sector health agencies [insert external relationships]	• Team Leader/administrative team members • Service Manager • Clinicians • Wards and other staff [insert internal relationships]

About you – to succeed in this role

You will have

Essential:

- Excellent customer service skills – people focused
- Technically savvy – experience with data systems and quick at picking up new applications/systems
- Excellent organisational, time management and problem-solving skills
- Ability to achieve high levels of accuracy
- Maintain attention to detail
- Ability to meet deadlines and work unsupervised
- Ability to manage and coordinate a range of different inputs to achieve the agreed outputs
- A team player
- Intermediate to advanced user in the Microsoft suite of products e.g. Word, Outlook, Excel
- Excellent keyboard skills
- High level of written and verbal communication skills
- Demonstrated perceptiveness and a proactive approach in an administrator role.

Desired:

- [Broad administrative experience in a health-related field
- Awareness of people of differing cultural backgrounds.
- Knowledge of medical terminology
- Familiarity with the public hospital system (including the patient management system).]

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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[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.