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	Technical Lead - Immunology
Reports to	Section Head, Immunology
Location	Christchurch
Department	Specialist Services, Canterbury Health Laboratories
Date	18/09/2026
Salary band (indicative)[i]	Degree Scale Designated B
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:

- Provide technical and scientific leadership in Immunology.
- Coordinate the day-to-day operation of the Immunology laboratory.
- Perform routine Immunology procedures.

Key Result Area	Expected Outcomes / Performance Indicators
Technical Leadership	· Maintain expert knowledge in Immunology. · Lead the development, verification and implementation of new tests, methods and equipment. · Maintain strong professional relationships with regional, national and international laboratories.
Operational Leadership	· Ensure the efficient daily operation of the Immunology section. · Support staff and students. · Contribute to strategic and operational planning activities. · Participate in recruitment and workforce planning. · Contribute to capital equipment planning. · Lead and support departmental change initiatives.

Quality	· Oversee internal and external quality assurance. · Develop and review controlled documents. · Ensure compliance with IANZ accreditation (in conjunction with the Section Head). · Promote continuous quality improvement within the section.
Client Service	· Ensure a high standard of professional service is delivered to all laboratory users and stakeholders. · Respond to enquiries in a timely, courteous, and professional manner. · Escalate and communicate issues, risks, or complaints to the Section Head as appropriate. · Foster positive relationships with clinicians, healthcare providers, and external customers.
Training & Education	· Lead and coordinate laboratory training for staff and students. · Ensure student training programmes comply with relevant curricula, competency frameworks, and assessment requirements. · Maintain accurate training records, competency assessments, and supporting documentation. · Promote a culture of continuous learning and professional development.
Continuing Professional Development	· Maintain professional competence and registration requirements through ongoing continuing professional development (CPD). · Keep informed of developments in Immunology, laboratory science, and related technologies through literature review, professional networking, and attendance at approved courses, seminars, conferences, and workshops. · Participate in Success and Development discussions and contribute to the achievement of agreed performance and development objectives. · Share knowledge and expertise with colleagues to support service excellence and continuous improvement.
Other duties	· Undertake other duties as reasonably directed by the Section Head from time to time.

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.

Culture and People Leadership

- 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

· Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.

- Strategic decisions: Changes to service scope, introduction of new test platforms, or significant research directions.
- Resource allocation: Requests for additional FTE, major equipment purchases, or budget variations.
- External communications: Media engagement, conference presentations representing CHL, or collaborations with external organisations.
- Clinical or operational risk: Any issue that could impact patient safety, accreditation compliance, or turnaround times.
- Policy exceptions: Deviations from standard operating procedures, ISO 15189 requirements, or organisational policies.
- Conflict resolution: Escalation of staff performance issues, complaints from clinicians, or disputes affecting service delivery.

Relationships

External	Internal
· Clients and patients of Health NZ · Other Health NZ laboratories · Company representatives · Other Health NZ staff · Government and other Agencies insert external relationships]	· Section Head, Immunology · Service Managers · Divisional Lead, CHL · Clinical Lead, Immunology · Immunology team · IPC team · LIS team · Digital services team · CHL team · Students and trainees

About you – to succeed in this role

You will have

Essential:

- Registered Medical Laboratory Scientist (Medical Sciences Council)
- Annual Practicing Certificate (Medical Sciences Council).

Desired:

- Minimum Post Graduate level qualification
- Minimum 7 years' experience in a diagnostic Immunology laboratory.

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.

[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.