

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Administration Supervisor
Reports to	Administration Team Leader
Location	Christchurch Health Campus and Burwood Hospital
Department	Radiology
Date	24/4/2026
Job band (indicative)*	PSA National Health Administration Workers Collective Agreement (Band 6)*

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Supports the Administration Team Leader to ensure the effective, efficient and patient-centred delivery of administration services across Radiology.

The role provides day-to-day operational supervision of the Radiology Administration team, ensuring high standards of services, workflow coordination, staff support, and continuous improvement.

Key Result Area	Expected Outcomes / Performance Indicators
Daily Operations	<ul style="list-style-type: none"> • Ensure Radiology administrative services operate smoothly and consistently in line with departmental policies, procedures, and service standards. • Ensure the Admin team are competent in their performance of protocols and are appraised regularly, both informally and formally. • Act as a key point of contact for escalation of administrative issues impacting service delivery. • Liaise with Team Leader to ensure processes integrate with the service and their modalities. • Be familiar with the Radiology Service Major Incidents Procedures and be able to coordinate them if required. • Complete weekly rosters and payroll duties. • Order supplies and equipment as required. • Organize regular staff meetings and modality meetings.

Service Delivery	<ul style="list-style-type: none"> • Ensure the patient is the priority in all activities and role model this to staff. • Support timely and accurate booking, registration, scheduling, and documentation processes. • Liaise with Radiology clinical teams to support efficient patient flow and service delivery. • Schedule patients fairly, equitably and transparently in line with departmental processes. • Ensure patient confidentiality, privacy, and information security are always maintained. • Monitor administrative workload indicators, waiting lists, utilisation, and data quality, escalating risks or issues as required. • Support the Team Leader with service coordination across Radiology.
Supervision & Leadership	<ul style="list-style-type: none"> • Be a positive leader and role model for the team. • Take a leadership role within Administration team in the Radiology Service to ensure a high standard of service. • Foster a positive, inclusive, and collaborative team environment. • Be involved with the ongoing education of colleagues by imparting knowledge, skills and expertise as necessary. • Support staff onboarding, orientation, and training. • Continuously improve staff rosters and staff development programmes. • Assist the Admin team leader with staff performance appraisals. Identify formal training needs of staff and develop a plan with each person to achieve.
Training	<ul style="list-style-type: none"> • Support the development and maintenance of administration training materials and local procedures. • Make sure Administrators are aware of the service objectives and are appropriately trained. • Feedback and liaise with the Administration Team Leader about relevant issues
Equipment Maintenance	<ul style="list-style-type: none"> • Ensure that equipment that the Administrators are using are in working order. • Liaise with service providers to organise repairs and replacements.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Remains focused on the pursuit of Māori health gain as well as achieving equitable health outcomes for Māori. • Supports tangata whenua- and mana whenua-led change to deliver mana motuhake and Māori self-determination in the design, delivery and monitoring of health care. • Actively supports kaimahi Māori by improving attraction, recruitment, retention, development, and leadership.

<p>Equity</p>	<ul style="list-style-type: none"> • Commits to helping all people achieve equitable health outcomes. • Demonstrates awareness of colonisation and power relationships. • Demonstrates critical consciousness and on-going self-reflection and self-awareness in terms of the impact of their own culture on interactions and service delivery. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.
<p>Culture and People Leadership</p>	<ul style="list-style-type: none"> • Leads, nurtures and develops our team to make them feel valued. • Prioritises developing individuals and the team so Health New Zealand has enough of the right skills for the future, supporting diversity of leadership to develop – Māori, Pacific, people with disabilities and others. • Provides leadership that shows commitment, urgency and is visibly open, clear, and innovative whilst building mutually beneficial partnerships with various stakeholders both internally and externally. • Implements and maintains People & Communications strategies and processes that support provide an environment where employee experience, development, and performance management drive achievement of the organisation’s strategic and business goals. • Ensures Business Unit culture develops in line with expectations outlined in Te Mauri o Rongo, ensuring unification of diverse teams whilst simultaneously supporting local cultures to be retained & strengthened.
<p>Innovation & Improvement</p>	<ul style="list-style-type: none"> • Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to ‘do it better’ to the table. • Models an agile approach – tries new approaches, learns quickly, adapts fast. • Develops and maintains appropriate external networks to support current knowledge of leading practices.
<p>Collaboration and Relationship Management</p>	<ul style="list-style-type: none"> • Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. • Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.

Health & safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are followed. • 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 the Admin Team Leader

- Any operational or service decision-making.

Relationships

External	Internal
<ul style="list-style-type: none"> • Patients and their support people • Vendors/Service providers • Professional bodies • External service providers 	<ul style="list-style-type: none"> • Radiology staff • Canterbury clinicians and other staff • Quality team • Maintenance staff

About you – to succeed in this role

You will have

Essential:

- Be able to work under pressure.
- Have initiative and an ability to work unsupervised.
- Be able to communicate effectively with a wide range of people in a manner appropriate to the individual.
- Be flexible and adaptable.
- Have good organisational skills and an ability to prioritise work.

Desired:

- Experience in rostering, scheduling, or service coordination.
- Experience within Radiology or a large hospital service.
- Be able to work under pressure.
- Be able to work well in a multidisciplinary team.
- Have good organisational skills and an ability to prioritise work.

You will be able to

Essential:

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.
- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

Desired:

- Lead and support staff in a way that builds confidence, accountability, and engagement.
- Organise and prioritise competing demands in a fast-paced environment.
- Communicate clearly and professionally with staff, patients, and stakeholders.
- Contribute to service improvement and problem-solving.
- Demonstrate self-awareness, integrity, and commitment to continuous improvement.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*