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	Pharmacy Technician
Reports to	Lead Pharmacy Technician
Location	Hutt Hospital
Department	Pharmacy
Date	16-10-2026
Salary band (indicative)[i]	SP
Children's Worker role[ii]	Yes

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:

Works under supervision towards achievement of the New Zealand Certificate in Pharmacy (Pharmacy Technician) (Level 5).

To provide technical support in the areas of dispensary, non-sterile production, and the Imprest service to allocated wards and departments.

Key Result Area	Expected Outcomes / Performance Indicators
Customer Focus	• Demonstrates commitment to understanding and providing what customers want • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in products and services • Acts with customers in mind • Establishes and maintains effective relationships with customers and gains their trust and respect
Teamwork	• Develops constructive working relationships with other team members.

	• Has a friendly manner and a positive sense of humour • Works cooperatively - willingly sharing knowledge and expertise with colleagues • Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments • Supports in word and action decisions that have been made by the team • Shows an understanding of how one's own role directly or indirectly supports the health and independence of the community
Quality & Innovation	• Provides quality service to those who rely on one's work • Looks for ways to improve work processes - suggests new ideas and approaches • Explores and trials ideas and suggestions for improvement made by others • Shows commitment to continuous learning and performance development
Taking Responsibility	• Is results focussed and committed to making a difference • Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected • Adjusts work style and approach to fit in with requirements • Perseveres with tasks and achieves objectives despite obstacles • Is reliable - does what one says one will • Consistently performs tasks correctly - following set procedures and protocols
Communication	• Practises active and attentive listening • Explains information and gives instructions in clear and simple terms
Cultural Skills	• Words and actions show an understanding of the implications for one's work of Te Tiriti o Waitangi principles and Maori perspective as tangata whenua • Values and celebrates diversity - showing respect for other cultures and people's different needs and ways of living

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.

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Relationships

External	Internal
• RMOs • Charge Nurse Managers • Staff Nurses • NZ Hospital Pharmacy Association & SIG groups • Pharmaceutical Society of NZ] •	• Pharmacists • Pharmacy Technicians • Intern Pharmacists •

About you – to succeed in this role

You will have

Essential:

- [New Zealand Pharmacy Technician Level 4 or 5 Qualification
- Ability to work with other healthcare professionals
- Competent computer/keyboard skills
- Organized, methodical, neat, and accurate
- Reliable and punctual

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Desired:

- Hospital pharmacy experience

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:

- []Hospital pharmacy experience

[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.