

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	Qualified Pharmacy Technician
Reports to	Lead Pharmacy Technician
Location	Hutt Hospital
Department	Pharmacy
Date	20-07-2026
Salary band (indicative)ⁱ	Depends on experience, as per non-degree/technical scale CEA
Children's Worker roleⁱⁱ	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:

- To provide a quality, culturally appropriate, professional pharmacy service and care to clients of the pharmacy within the context of Hutt Hospital's business plan, including supply of pharmaceuticals and technical advice within the hospital
- To gain experience in all areas of the pharmacy department, including dispensing, stock management/Imprest, and other operational activities

Key Result Area	Expected Outcomes / Performance Indicators
Technical outcomes	• Communicates with others clearly, verbally and in writing • Builds appropriate rapport, relates well with others • Builds constructive, respectful, effective relationships • Uses diplomacy, tact, and empathy • Works within privacy and confidentiality requirements • Demonstrates cultural sensitivity and responds to individual needs • Actively participates in team meetings and functions • Actively participates in quality processes within the department and hospital

Provision of quality pharmaceutical care	• Provides pharmacy services in a manner consistent with established policy and procedural standards of Health New Zealand-Capital, Coast, and Hutt Valley • Promotes the safe and cost effective use of medicines within the pharmacy service • Participates in the provision of medicines supply/dispensary services to all areas • Implements guidance pertaining to the Hospital Medicines List (HML) • Works proactively with the pharmacy team to cover, assist, and support others within the team so objectives can be achieved • Represents the Pharmacy Department in multi-disciplinary forums, e.g. committees • Maintains a consistent high standard of accuracy and efficiency when dispensing medications
Continuous improvement, innovation, and self-development	• Establishes a culture of continuous improvement, ensuring linked and cohesive district view of the support services function that identifies opportunities and co-designs innovative solutions to meet the changing needs, from local customers through to district services or whole sector • Participates in staff education session and in-service training
Leadership	• Can orchestrate multiple activities at once to accomplish a goal • Uses resources effectively and efficiently • Arranges information and files in a useful 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.

Relationships

External	Internal
[Patients and caregivers] - Charge Nurse Managers - Associate Charge Nurse Managers - Medical staff - Nursing staff - Allied Health staff - Other healthcare professionals	[Pharmacists - Intern Pharmacists - Other pharmacy staff

About you – to succeed in this role

You will have

Essential:

- Level 5 Qualification NZ Pharmacy Technician
- At least one year of experience as a Level 5 qualified pharmacy technician
- Sound knowledge of basic pharmacy skills and legislation
- Computer competency
- Knowledge of the NZ health system and the hospital environment

Desired:

- Hospital pharmacy technician 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:

- [Ability to learn new electronic clinical applications required for the role, and willing to undertake training if required]

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.