

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	Administration Officer			
Reports to	Radiology Manager			
Location	Hutt Hospital			
Department	Radiology			
Direct Reports	Nil		Total FTE	0.8
Date	5 August 2026			
Salary band (indicative)ⁱ	Band 1-7			
Children's Worker roleⁱⁱ	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:

Deliver a high quality service that functions safely, efficiently and effectively. The Administration Officer is responsible for providing all aspects of administration, including but not limited to:

- Patient bookings
- Telephone
- Radiology Information System (RIS)
- Picture Archive System (PACS)

The Administration Officer:

- Provides support for all Hutt Hospital Radiology Staff to ensure high quality service delivery across the Hospital
- Supports the establishment of a culture of continuous improvement that links Hutt Hospital Radiology service to overall Hospital operational strategies
- Fosters excellence in operational standards and professional conduct for the Service

- Supports new and innovative ideas which improve patient experience and outcomes
- Identifies emerging issues, risks, threats and opportunities early and mitigates these

Key Result Area	Expected Outcomes / Performance Indicators
General Accountabilities	• Ensure that your health and safety practice meets the requirements of health and safety at work legislation, applies the hospitals policies and processes and contributes to a culture of safe practice. • Maintain a strict sense of professional ethics, confidentiality and privacy and abide by the hospitals Code of Conduct. • Respond to the changing needs of the hospital performing other tasks as required. •
General Reception	• All patients are greeted in a polite and friendly manner • Enquiries are answered promptly and accurately or referred to appropriate personnel • Puts patients through the registration to ensure accurate recording of information and effective work planning • Copy GP/Maternity/ACC forms for charging • Support Department PA with duties as required • Ensure mail is sorted and posted daily • Maintain supply of stock
Leadership/Teamwork	• Participate positively to teamwork, assisting other team members in times of high workload, absences or urgent prioritisation • Participate openly and positively to team meetings and contribute to quality improvement initiatives
Appointments	• Appointments are made for patients in a prompt and accurate manner in line with department workload schedule • Appointments are entered into the appropriate recording system • Patient information and preparation is accurately dispatched to patients • Provide weekly summary of waiting list to the Team Leader

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
• CHOD • SMOs • Sonographers • Radiologists • MITs Administration Staff • Radiology Nurses • Radiology Health Care Assistants • Orderlies • Other Departments • Health New Zealand Capital Coast & Wairarapa • RRIS/PACS Team	• NGO Health Providers • Primary Health Organisations • Pacific Radiology • Private Practices

About you – to succeed in this role

You will have

Essential:

- A tertiary qualification and/or significant clerical work experience in a related field
- Experience in a frontline customer service role, ideally in a hospital setting

Desired:

- Strong communication skills

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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Desired:

- Be a good team player; able to work with others to achieve team goals
- Work independently without supervision, using initiative
- Work under pressure
- Be flexible, positive attitude to work
- Show accurate and efficient work practices
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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.