Health New Zealand
Te Whatu Ora

Position Description | Te whakaturanga ō mahi
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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-	Kitchen Assistant
Reports to	Kitchen Manager/ Kitchen Team Leader
Location	Lower Hutt
Department	Food Service
Date	3-11-26
Salary band (indicative)[i]	$59550.40
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 excellent customer service
- Serve food to customers in a busy environment
- Accurately operating the till and handling cash
- Plating of meals; ensuring that the food served is correct as per patient order, presented well and at the correct temperature
- Delivery of patient meal trolleys throughout the hospital
- Working within the food service team to provide high quality meals that patients enjoy
- Basic food preparation such as sandwiches, smoothies
- Washing and stacking of dishes using industrial dishwashers
- Cleaning and sanitising kitchen equipment
- Carrying out all tasks in a timely manner
- Provide a high level of patient/customer satisfaction through efficient and timely performance of tasks

Key Result Area	Expected Outcomes / Performance Indicators
Customer Focus	• Acts with customers in mind

	• Establishes and maintains effective relationships with customers and staff
Working with others	• Encourages those around them • Collaborates to achieve shared goals • Can motivate and empower team members • Is a clear communicator • Maintains two-way dialogue with others • Shares ownership and visibility • Foster good working relationships with all food service and customers
Ethics and Values	• Acts in line with DHB values
Time Management	• Prioritizes tasks • Can multitask when needed • Problem solves • Can effectively cope with change
Integrity and Trust	• Trustworthy • Reliable and dependable • Maintains confidentiality • Accountable for self and work
Interpersonal Skills	• Exercises self-awareness • Respectful of others • Empathy and understanding of others' perspective, background and actions • Clearly communicate ideas that make sense to others • Relates well to all people • Builds constructive and effective relationships • Uses diplomacy and tact • Motivated and passionate about working and achieving results
Decision Quality	• Uses experience and knowledge to make informed decisions • Receptive to feedback • Understands how to separate and combine tasks into efficient work flow.
Te Tiriti o Waitangi	• 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.
Equity	• Commits to helping all people achieve equitable health outcomes. • Shows a willingness to personally take a stand for equity. • Supports Māori-led and Pacific-led responses.

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

- Any damages to the equipment's or facility.
- Any issues or concerns related to Food health and safety.

Relationships

External	Internal
• Customers, Suppliers • Suppliers	• Staff, Supervisors, • Managers, Other Departments

About you – to succeed in this role

You will have

Essential:

Knowledge, Skills & Experience:

- Commercial or hospital kitchen
- High time pressured environment
- Customer service
- Food presentation and basic preparation
- Physically fit

Preferred Professional Qualifications / Accreditations / Registrations:

- Qualification in tray line assistant, hospitality and/or catering
- Food hygiene
- Barista (not essential)

Someone well-suited to the role will place a high value on the following:

- Positive and proactive approach to workload
- Able to record and understand written information clearly and accurately
- Acts in line with DHB values
- Flexibility and adaptability
- Able to communicate with a diverse range of people
- Efficient time management and organisational skills
- Completing tasks to a high standard

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:

- 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.
- With the support of Health NZ, proactively take care of your own health and safety, to ensure a safe and supportive work environment.
- 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.

[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.