



## Position Description

<b>Position title:</b>	<b>Theatre Clerk</b>	<b>Date:</b>	April 2026
<b>Reports to:</b>	Theatre Services Manager	<b>Department:</b>	Theatre
<b>Number of reports:</b>	Direct: <b>0</b> Total (include indirect): <b>0</b>	<b>Location:</b>	Christchurch Hospital
<b>Delegated financial authority:</b>	No	<b>Budget ownership:</b>	No
<b>Level of influence:</b>	<b>Leading self</b> Leading others Leading leaders Leading the Organisation		

## Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire.	Our purpose is why we exist.
<b>To help people live their best lives by reimagining healthcare.</b>	<b>To advance the provision of quality healthcare in Aotearoa New Zealand.</b>

## Values and Behaviours

**Teamwork:** We will work together because we know that a strong team will always outperform strong individuals.

**Responsibility:** We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

**Respect:** We will act fairly in a culture of mutual trust and respect.

**Aspiration:** We will aspire to be the best we can be. We will recognise and celebrate success.

## Role Purpose

The Theatre Clerk is responsible for ensuring the smooth and efficient operation of the theatre department by providing high-quality clerical and administrative support. The role ensures accurate information management, effective coordination of theatre activities, and clear communication across multidisciplinary teams to enable safe, high-quality patient care and operational effectiveness.

Key responsibilities include:

- Coordinating surgical lists in collaboration with the bookings clerk.
- Maintaining accurate data and records within hospital systems.
- Providing administrative support across theatre operations, including rostering processes and session planning.
- Coordinating communication between clinical staff, medical specialists, and support services.
- Liaising with external providers to support equipment maintenance and service requirements.

The Theatre Clerk works collaboratively with clinical and non-clinical staff to contribute to a well-organised, responsive, and patient-focused theatre environment.

## Key Relationships

### Internal

- Hospital Senior Management Team
- Theatre Services Manager
- Associate Theatre Manager
- Anaesthetic Manager
- OR Coordinators
- Clinical Nurse Leaders
- SSD Manager
- Other Clinical Staff
- Support Services Team
- Facilities Team
- Medical Specialists

### External

- Patients
- Whānau
- Visitors
- External contractors

## Key Accountabilities

### **Patient/Customer Service**

- Deliver high quality customer service to users of Southern Cross Hospital ensuring standards meet customer expectations in line with our values:
  - Welcome whānau, visitors, and medical specialists in a friendly and professional manner that supports a positive experience.
  - Provide a courteous, responsive telephone service, ensuring calls are answered, managed, and redirected promptly and efficiently.
- Build and maintain effective working relationships through clear, professional, and respectful communication.

### **Clerical and Administration Support**

- Coordinate and communicate relevant operational information to and from theatre staff to support effective day-to-day functioning.
- Maintain departmental systems and documentation, ensuring data entry is accurate, complete, and up to date.
- Maintain the theatre noticeboard and shared communication channels to ensure information is current, clear, and professionally presented.
- Provide administrative support to theatre operations, including scheduling support, documentation preparation, and general office tasks.
- Build and maintain effective working relationships with Medical Specialists' PAs and other key stakeholders.
- Undertake additional administrative duties as reasonably required to support the theatre service.

### **Management of Patient Information**

- Accurately enter and maintain patient and theatre-related information in relevant hospital systems (e.g. WebPAS), ensuring data is complete, up to date, and reliable.
- Maintain strict patient confidentiality and handle all information in accordance with organisational policies and relevant privacy legislation.

### **Health, Safety and Wellbeing**

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities.
- Actively participate where improvements to health and safety at SCHL can be made.

### **Commitment to the principles of Te Tiriti o Waitangi**

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

### **Commitment to Diversity, Equity, and Inclusion (DEI)**

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity, and inclusion practices in everyday work.

### **Commitment to Environment, Social and Governance (ESG)**

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.

- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

## Role Requirements

### Experience and skills required:

- At least 2 years' clerical experience, including experience in a frontline/customer-facing role.
- Exceptional customer service skills.
- Excellent communication skills.
- Proficiently in Microsoft Office applications.
- Ability to manage multiple priorities in a fast-paced environment.
- High level of attention to detail and accuracy in data entry and documentation.

### Experience and skills desirable:

- Experience working within a healthcare or hospital environment.
- Familiarity with hospital information systems (e.g. WebPAS, rostering systems).
- Understanding of medical terminology and hospital procedures.

### Education and qualifications required:

- Secondary school qualification (e.g. NCEA Level 2 or equivalent).
- Additional study or certifications in office administration, medical administration, or a healthcare-related field.

## Leadership Attributes

### Human Centred Leadership

- Empathy
- Adaptability
- Connection

### Performance Coach

- Accountability
- Engagement
- Collaboration

### Change Enabler

- Execution
- Energy
- Contribution