



Position Description

Position title:	Administration Support	Date:	July 2025
Reports to:	Administration Team Leader	Department:	Administration
Number of reports:	Direct:0 Total (include indirect):0	Location:	Southern Cross Wellington Hospital
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self		

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.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

The purpose of this role is to be a professional and customer focused face to face and telephone first point of contact. Responsible for administrative tasks such as (but not limited to):

- Handling sensitive patient information
- Arriving and greeting patients, visitors, and staff
- Proficiency in telephone etiquette and the ability to handle calls in a professional manner
- Document management. Management of shared mailboxes, data entry, scanning and filing
- Accurate receipting of accounts and revenue processing
- Supportive of other administrative roles and willing to step in when required.

Key Relationships

Internal

- Administration Staff
- Hospital Leadership Team
- Medical Specialists
- Nursing staff

External

- Patients and their families
- Visitors
- Other healthcare services and affiliated providers

Key Accountabilities

Administration

- As a member of the Hospital Admin Support team, your role is to be a professional and customer focused face to face and telephone first point of contact.
- Actively participates in supporting the hospital, finance and specialist centre administrators to ensure a seamless service for patients, staff, specialists and visitors.

Planning

- Activities are planned to meet business needs and the best use of resources.
- All aspects of legal compliance that relates to the position are understood.
- Participates in planning for implementation of new systems.

Quality & Risk

- Quality auditing processes are supported for all key aspects of service delivery.
- Contributes to the overall operational effectiveness of the Southern Cross Hospital.
- Incidents are investigated and reported appropriately using the Incident & Reporting Management System.
- Identifies risks and reports to Manager or Health and Safety Co-ordinator.

Performance

- Assists in optimising the efficiency and economy of Southern Cross Healthcare.
- Is aware of and assists in the management of cost drivers.
- Enhances relationships with internal and external providers.
- Works with the team in the implementation of new systems and processes.
- Maintains and ensures timely communication with administration team leader as appropriate.
- All office functions are performed according to hospital procedures and policies e.g. invoice management, patient information, patient management systems.

Corporate

- Supports a strong and positive image of the hospital within the local community and with key internal and external stakeholders.
- Maintains a professional appearance and image.
- Co-operates with other providers and specialists.

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

Role Requirements

Experience and skills required:

- Strong interpersonal, relationship and communication skills
- Experience working in front line customer service
- Positive, friendly, proactive nature, able to work co-operatively with others and share responsibility for administration duties
- Flexibility and adaptability
- Attention to detail and precision
- Effective organisation skills
- Awareness of and ability to maintain absolute confidentiality at all times
- Ability to work autonomously with minimum supervision

Experience and skills desirable:

- Experience working within healthcare

Education and qualifications required:

- Microsoft office suite training

Education and qualifications desirable:

- Relevant tertiary qualification

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution