



Position Description

Position title:	Theatre Services Manager	Date:	June 2025
Reports to:	General Manager	Department:	Theatre Services
Number of reports:	Direct: ~10 Total (include indirect):55	Location:	Hamilton
Delegated financial authority:	TBC	Budget ownership:	Yes
Level of influence:	Leading leaders		

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 position is to lead, manage and coordinate perioperative services to optimise an efficient, effective, responsive and safe service.

To promote a patient focused service centred around partnership with Medical Specialists, promoting enthusiasm and innovation from all team members working within the service.

This role actively supports the General Manager / Clinical Operations Manager to achieve the strategic goals of Southern Cross Healthcare and is a critical component of the senior leadership team making a significant contribution to the overall performance of the hospital. This includes, but is not limited to, ensuring the business retains a leading position within the healthcare market and is able to respond positively and effectively to competition.

To promote a culture of safety and professional accountability assuring clinical staff work to the top of the scope of their practice and differentiate themselves by demonstrating clinical excellence.

Key Relationships

Internal

- General Manager
- Clinical Operations Manager
- Senior Leadership Team
- All Hospital Staff
- National Support Office
- People & Culture

External

- Medical Specialists
- Patients, Whānau and families
- Medical Representatives
- Te Whatu ora

Key Accountabilities

Specialist partnerships

- Promotes a patient focused service centred around partnership with Medical Specialists and elicits enthusiasm and innovation from all team members
- Nurtures and maintains relationships with Medical Specialists and colleagues to ensure positive interaction and outcomes regarding patient management

People Leadership

- Liaises with GM and P&C regarding people management and performance decisions

- Identifies training and development needs of the perioperative team to promote and sustain a high performing team
- Ability to manage the performance of employees through expectation setting, coaching and counselling assuring a high functioning, high performing team.
- Works to attract and retain motivated and skilled staff
- Ensures orientation and mentoring programmes are in place, and evaluated for effectiveness
- Identifies training and development needs in consultation with the General Manager
- Undertakes annual performance review for all direct reports, and their reports
- Ensures effective rostering that aligns to legal requirements and where possible, considers the preferences of the individual whilst balancing the business needs

Operational Management

- Effectively manages resources to meet workload demands, ensuring efficient safe staffing ratios and appropriate skill mix within budget
- Involved in resource decision making, local strategic planning and participates in Capex budget setting and purchasing processes.
- Performs daily rounding of departments and participates in huddles to identify opportunities, assist with problem solving and build relationships
- Optimises the efficiency and economy of services and ensures assets are protected and costs are managed within budget. Makes financial decisions within limits of delegated authority.
- Ensures optimal utilisation of the theatre services, staff, and equipment.
- Applies analytical problem-solving skills to relevant standards at service, organisation, and national levels

Strategic initiatives

- Assists with other clinical and business activities including completing delegated tasks, project management, and providing direct clinical support to the team to ensure service delivery as required

Quality (incl patient experience)

- Contributes to the quality and continuity of patient care through effective workload management and teamwork
- Oversees the activities and regulatory compliance of Sterile Services Department
- Owns decision making and integrates expert perioperative knowledge with evidence-based practice
- Develops and maintains systems and processes that support a safe and efficient patient journey
- Participates in the senior on-call manager roster, supporting the hospital after hours
- Participates in the team's response to emergency situations (e.g.: fire, earthquake and security threats)
- Manages the team's response to deteriorating patients and return to theatre cases
- Role models the principles of organisational values and behaviours

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:

- Minimum 5 years leadership experience and ability in operational management within a perioperative environment
- Minimum 5 years clinical experience
- Evidence of relevant leadership training
- Team building and delegation skills
- Financial literacy and budget management
- Conflict resolution experience

Experience and skills desirable:

- N/A

Education and qualifications required:

- Nursing Diploma or bachelor's degree, Perioperative Sciences, Anaesthesia Technology or equivalent
- PDRP Level 4 (Expert)

Education and qualifications desirable:

- Master's degree in nursing, Healthcare Leadership, or Business

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution