



Position Description

Position title:	Support Services Manager	Date:	April 2026
Reports to:	Clinical Operations Manager	Department:	Support Services
Number of reports:	Direct: ~ 5-8 Total (include indirect):	Location:	North Harbour
Delegated financial authority:	TBC	Budget ownership:	Yes/No
Level of influence:	Leading self 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.
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 specifically lead, manage and co-ordinate all support services (including general administration, reception, bookings, finance and accounts, debtors and creditors medical records management, management of relevant contracts and outsourced services) ensuring optimum efficiency and effectiveness is achieved and the service delivered is patient focussed, profit/loss responsive and renowned for quality.

To assist the General Manager / Clinical Operations Manager to achieve the hospital's business objectives by implementing and maintaining efficient systems and processes to actively manage support service and contracted services provision cost.

This position is a critical part of the senior leadership team and makes a significant contribution to the overall performance of the hospital. This includes ensuring that the business retains a leading position within the healthcare market and can respond positively and effectively to competition.

Key Relationships

Internal

- General Manager
- Clinical Operations Manager
- Administration Team
- Contracts Team
- Supply Chain Manager
- Theatre services Manager
- Ward manager
- Theatre Manager
- Perianesthesia Manager
- SQR Manager
- Registered Nurse team
- National Support Office Team Members

External

- Medical Specialists
- Industry Associations
- All suppliers
- Health funders
- Community Health Care Providers

Key Accountabilities

Business Management

- Contributes to Southern Cross' shared vision by working closely with the administration team to support the General Manager/ Clinical Operations Manager in achieving the hospital network's strategic objectives
- Monitors Hospital performance against the Business Plan in liaison with the General Manager/ Clinical Operations Manager
- Participates in the hospital annual budget preparation
- Demonstrates a clear understanding of who internal and external customers are and meets their expectations in terms of delivery standards
- Active contributor to the Senior leadership team meetings
- Demonstrates a strong customer service focus, ensuring patient admission and discharge procedures are conducted efficiently and professionally
- Ensures all administration and support staff are aware of and maintain excellent standards of customer service
- Ensures the provision of timely and accurate price indications to patients on request
- Manages costs and expenditure within budget and allocated resources, including the management of any stock and supplies
- Participates in and leads projects as necessary
- Annual performance review is undertaken for all staff

Office Management

- Develops and implements strategies to ensure the Hospital complies with business processes
- Ensures office supplies (stationary) are maintained at appropriate levels
- Maintains an efficient flow of work by evaluating office operations and revising procedures accordingly
- Provides support to the administrative team working across all functions as required

Staff Supervision

- Role models the organisational values
- Motivated and skilled staff are attracted, retained and developed
- Deploys staff effectively to meet the requirements of the business
- Orientation and mentoring programmes are in place and evaluated
- High performance talent is identified/ nurtured and career plans within Appraisals
- Annual performance review is undertaken for all staff
- Training and development needs are identified in consultation with the General Manager/clinical operations manager
- Effective rostering ensures a legal roster that takes into account as far as possible the preferences of the individual, but is responsive to changing demands
- Staff mix and numbers are appropriately matched to the planned workload

Accounts

- Manages the financial transactions for the hospital in accordance with Southern Cross policies and standards
- Effectively manages the hospital accounting procedures to ensure all appropriate documentation and processes are completed in an accurate and timely manner
- Effectively manages 'end of month' processes, ensuring all necessary financial reporting documentation is prepared for National Office
- Prepares a monthly financial report for the Management Team
- Actively manages debt management, for the Hospital
- Manages the hospital's petty cash and payroll process

Quality Improvements

- Maintains ongoing involvement and commitment to continuous quality improvement
- Understands the overarching Safety Quality and Risk management process and responsibilities
- Ensures audits are completed and reviewed and improvements initiated
- Ensures staff work within the Southern Cross Healthcare Policies, Guidelines and Clinical Standards of Practice
- Investigates and reports incidents appropriately using the Incident & Reporting Management System
- Sustainable practices are encouraged through the support team looking at reduction of carbon footprint with reduction of paper-based functions

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 5-7 years' experience and ability in across Hospital administration management
- Experience and strength in financial management
- Health care contracts
- Experience in managing teams
- Development of teams

Education and qualifications required:

- Tertiary qualification in management or a related field
- Previous experience in Health administration
- Previous experience with electronic patient management and reporting systems.

Experience and skills desirable: <ul style="list-style-type: none">• Hospital administration processes• Financial reporting• Quality Improvement• Complaints management	
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Leadership Attributes	
Human Centred Leadership <ul style="list-style-type: none">• Empathy• Adaptability• Connection Performance Coach <ul style="list-style-type: none">• Accountability• Engagement• Collaboration	Change Enabler <ul style="list-style-type: none">• Execution• Energy• Contribution