

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	Human Resource Coordinator (HRC)			
Reports to	Director HR Operations – Nelson Marlborough			
Location	Oxford Street, Richmond, Tasman			
Department	Enabling – People and Culture			
Direct Reports	Nil		Total FTE	
Budget Size	Opex	Nil	Capex	Nil
Delegated Authority	HR	Nil	Finance	Nil
Date	May 2026			
Salary band (indicative)*	Administration Workers Collective Agreement Band 4A			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

Support the People & Culture (P&C) function by providing excellent customer service through HR administrative support and co-ordination for their assigned portfolio.

This role will act as a first point of contact for their portfolio ensuring all Health NZ employees and managers have their HR queries resolved in a timely way. This role works closely with our Recruitment, Payroll and HR Business Partner team providing administration and coordination support.

Key Result Area	Expected Outcomes / Performance Indicators
Coordination of the operational HR function	<ul style="list-style-type: none"> • Provide first-line telephone, email, trackit, and face to face information and support for portfolio customers. • Enquiries and issues are acknowledged, responded to and resolved as they arise, or are escalated in a timely manner through appropriate channels. • Customers are kept advised of progress towards resolution and help is sought from the HRBP as required. • Ensure that all customers are treated in a professional and respectful manner as well as made to feel supported. • Log enquiries into the tracking system.

	<ul style="list-style-type: none"> • Use agreed templates to provide administration support, such as preparation of employment agreements, staff maintenance letters , and any other P&C related document/processes • Monitor and coordinate compliance of legislative requirements within the necessary timeframes i.e renewals of APCs, Visa Expiries, Safety Checks • Ensure that data entered into all relevant Health NZ systems, including the recruitment and Payroll systems, is accurate, timely and relevant. • Ensures information flows smoothly between Payroll, Recruitment and other HRC team members in order to improve and maintain information and process flows across the entire P&C function. • Remain up to date with current processes, issues and information relating to the P&C operations function to promote consistency of process. • Ensure that all employee records and Health NZ information is maintained accurately.
Recruitment Outcomes	<ul style="list-style-type: none"> • Work closely and collaboratively with the recruitment team to support a seamless recruitment service for your portfolio and the organisation. • In conjunction with the Recruitment team, provide advice on recruitment administration process as undertaken by candidates, employees, Managers, and Health NZ departments.
Grow and Develop	<ul style="list-style-type: none"> • Actively participate in P&C learning and knowledge sharing sessions. • Attend educational opportunities relevant to the role. • Participate in continuous improvement activities across P&C and Health NZ.
To contribute to the overall service delivery of the P&C team	<ul style="list-style-type: none"> • Ensure resources are used effectively and that departmental priorities are met. • A quality customer service focus is applied to all interactions with both internal and external customers. • Act as One Team – support other HRCs, Recruitment, Payroll and HRBPs as required.
Professional Development	<ul style="list-style-type: none"> • Participate in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	<ul style="list-style-type: none"> • Participate in quality improvement processes in your area of work.

	<ul style="list-style-type: none"> Identify opportunities for continuous improvement and address as appropriate. A quality, customer-focused service is provided at all times, which follows best practice.
General	<ul style="list-style-type: none"> Other duties as negotiated with your Manager.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
Innovation & Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same. Works with peers in Hauora Māori Service and Pacific Health Business Unit to ensure the voice of and direct aspirations of Māori and Pacific People are reflected in planning and delivery of services.
Health & safety	<ul style="list-style-type: none"> Exercises leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Leads, champions, and promotes continual improvement in health and wellbeing to create a healthy and safe culture.

Compliance and Risk	<ul style="list-style-type: none"> • Takes responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. • Ensures compliance with all relevant statutory, safety and regulatory requirements applicable to the Business Unit. • Understands, and operates within, the financial & operational delegations of their role, ensuring peers and team members are also similarly aware.
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Matters which must be referred to the DIRECTOR HR OPERATIONS – NELSON MARLBOROUGH

- Nil

Relationships

External	Internal
<ul style="list-style-type: none"> • Police Vetting stakeholders 	<ul style="list-style-type: none"> • Payroll Officers • HR Coordinators • Recruitment team • HRBPs • Team Leaders/Managers • Other Health NZ Staff

About you – to succeed in this role

You will have

Essential:

Experience

- 2+ years in Administration or Coordination role

Knowledge and Skills

- Administration experience
- Intermediate knowledge of Microsoft Office applications i.e: Word, Excel, PowerPoint and Outlook
- High level of attention to detail and accuracy

Personal Attributes

- High levels of customer service and good communication
- Ability to build rapport and maintain long-lasting relationships with customers
- Exceptional organisational skills
- Excellent attention to detail
- A Collaborative and supportive approach
- Ability to keep informational confidential
- Continually seeking to improve and develop oneself
- A real team player
- A sense of humour
- Intellectually curious with a desire to learn

Desired:

- Experience in HR and payroll systems and processes
- Diploma in Business Administration or similar would be an advantage
- Experience in implementing Te Tiriti o Waitangi in action.

You will be able to

Essential:

- 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.

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.

**The reference to salary band in this position description is for internal benchmarking and role sizing purposes only. The salary band designation does not form a term or condition of employment and may be changed by the employer at any time. In accepting a Health NZ employment agreement you acknowledge and accept this. Changes to the salary band will not affect an employee's current salary or remuneration.*