

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

Title	Recruitment Coordinator			
Reports to	Recruitment Team Lead – Canterbury Waitaha, West Coast, 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	July 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 Managers and Team Leaders with the coordination and administration of recruitment across Health NZ (Nelson Marlborough) by providing excellent customer service for your assigned portfolio.

The role will act as a first point of contact for their portfolio ensuring all candidates, employees and managers have their recruitment queries resolved in a timely manner. This role will also support other members within the People & Capability (P&C) team working closely with HR Coordinators and HR Business Partners. The role may support other Recruitment Coordinators to assist their recruitment needs.

Key Result Area	Expected Outcomes / Performance Indicators
Coordination of the operational recruitment function	• Providing first-line telephone, email and face to face information to recruitment or advertising inquiries for managers within the portfolio. • Inquiries from candidates, managers, or employees are acknowledged, responded to and resolved as they arise, or directed in a timely manner to the relevant team member for prompt resolution of the query via email or phone. • Liaising with managers and external advertising agencies to ensure they are informed of advertising requirements or any changes.

	• Liaising with external recruitment agencies and providing advice on submitting applications in accordance with the Health NZ TOB agreements. • Assisting managers in creating Vacancy and Selection Form Approvals electronically. • Ensuring that vacancy approval forms have been approved by relevant manager(s) prior to advertising. • Drafting adverts to send to hiring manager for approval prior to advertising. • Position descriptions are edited and formatted according to the organisation's standards; and sent to managers to review prior to advertising. • Providing advice on recruitment administration process as undertaken by candidates, employees, Managers, and Health NZ departments. • Contacting hiring managers if vacancies have not been progressed within desirable timeframes querying applicant status, re-advertising or withdrawal of vacancy. • Electronic selection forms are correctly processed, vacancies are archived as filled and managers notified if candidate statuses require updating prior to archiving vacancies in Ready Employ (Phoenix). • Maintaining the recruitment tracker spreadsheet and ensuring information is accurate when providing updates to managers. • Vacancies inbox queries are responded to in a timely manner. • Providing reports on recruitment to the Recruitment Team Lead and team. • Remaining up-to-date with recruitment processes such as Immigration requirements. • Remaining up-to-date with national Health NZ processes. • Attending yearly careers fairs with Recruitment Coordinator if invited. • Working closely and collaboratively with the recruitment team and the wider HR team to support a seamless recruitment service for your portfolio and the organisation. • Conduct bi-monthly audits of closed vacancies identifying where applicants have not been progressed within desirable timeframes.
Recruitment systems	• Providing support and guidance to managers in navigating Ready Employ and using correct applicant statuses. • Setting up and adding users to access Ready Employ and allow hiring rights.
Grow and Develop	• Actively participate in P&C learning and knowledge sharing sessions. • Attending educational opportunities relevant to the role.

	- Identifying opportunities for continuous improvement and address as appropriate. - Participating in continuous improvement activities across P&C and Health NZ.
Professional Development	Participating in annual performance review process including review of performance goals and identification of areas for professional development.
Quality Improvement	- Pro-actively participate in quality improvement processes in your area of work. - Supporting our teams to, at all times, provide a high quality customer-focused service which follows best practice.
General	- Participating in team meetings. - Other duties as negotiated with your Manager.
Te Tiriti o Waitangi	- 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	- 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	- 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	- 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	- 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	- 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.

Matters which must be referred to the RECRUITMENT TEAM LEADER

- Nil

Relationships

External	Internal
- Recruitment Agencies - Candidates	- Recruitment team - HR Coordinators - HRBPs - Team Leaders/Managers - Other Health NZ Staff

About you – to succeed in this role

You will have

Essential:

Qualifications

- Secondary school qualification NZQA Level 3 or equivalent

Experience

- 2+ years in Recruitment Administration or Coordination role

Knowledge and Skills

- Recruitment administration and processes
- Intermediate knowledge of Microsoft Office applications i.e: Word, Excel, PowerPoint and Outlook
- Keeps up to date with available information technology relevant to position
- Understands and complies with Health NZ Information Technology policies

Personal Attributes

- High levels of attention to detail and accuracy
- High levels of initiative, customer service and good communication
- Ability to build rapport and maintain long-lasting relationships with candidates, managers and the wider P&C team
- Exceptional organisational and time management skills
- Collaborative and supportive
- Adaptable and flexible
- Highly organised and systematic approach
- Ability to keep informational confidential
- A team player
- A sense of humour
- Continually seeking to improve and develop oneself
- Intellectually curious with a desire to learn

Desired:

- Experience in implementing Te Tiriti o Waitangi in action.
- Tertiary qualification in HR, Business or similar
- Previous experience in HR/Recruitment
- Previous experience of recruitment systems

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.*