Health New Zealand
Te Whatu Ora

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

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.

Title	Service Manager Perioperative Services OR Service Manager Surgical Specialties
Reports to	General Manager Surgical & Perioperative Services
Location	Nelson
Date	1 November 2026
Salary band (indicative)[i]	SP23
Children's Worker role[ii]	No

Better Health, Better Care, Every Day.

Health New Zealand | Te Whatu Ora is committed to providing high-quality healthcare for all New Zealanders. We are focused on improving access to care, delivering better health outcomes, achieving national health targets, and ensuring the long-term sustainability of our health system.

We know that great healthcare starts with great people. That's why we are committed to building a high-performing, inclusive workplace where our people are supported to grow, contribute, and make a real difference for patients, whānau, and communities across Aotearoa.

About the role

The purpose of the role is to provide efficient and effective operational management of a group of services within a directorate, centred on the principle of "one service, two sites" across the Nelson Marlborough area.

The Service Manager leads the system, processes and resources that facilitate effective delivery of their services, holds human resource and financial accountabilities, and in close collaboration with clinical leaders is responsible for district-wide workforce coordination, financial management and service improvement.

The Service Manager plays a key role in in translating strategic direction from the General Manager into effective operational outcomes. The Service Manager will contribute fully as a member of the directorate leadership team and will have a strong focus on service redesign that leads to patients receiving care in a better, faster and more convenient way, with an emphasis on moving care, when appropriate, from a secondary to a primary care setting.

From time to time, the services the Service Manager is responsible for will be reviewed and services may be reallocated between Service Managers to ensure a balanced and proportionate portfolio of responsibilities for each.

Key Result Area	Expected Outcomes / Performance Indicators
Service performance	• Manage the daily flow of the service, ensuring that health targets (eg wait times, throughput, or clinic access) are monitored and achieved. • Identify and resolve operational bottlenecks, ensuring that

	facilities and equipment are utilised to their maximum capacity. • Ensure all non-clinical support systems are functioning effectively to support clinical delivery. • Work with clinicians in hospital and community settings to ensure the optimum service configuration across the district, minimising duplication and optimising utilisation of resources.
Service development and continuous improvement	• Work in partnership with medical, nursing and allied health clinical leads to improve service design and health delivery. • Service changes are well planned and followed by the recruitment of suitably qualified / experienced staff. • Continuous improvement systems are tied into Health NZ values, vision and goals and aligned to organisational priorities and direction. • Maintain momentum for change projects within services assigned responsibility for, and contribute to change affecting the directorate. • Comprehensive quality reporting frameworks are in place and aligned to organisational frameworks. • Ongoing assessment of clinical performance occurs within units and benchmarking is part of normal practice.
Workforce management	• Manage the administrative and operational aspects of the Senior Medical workforce, including leave planning, roster management, and job planning in coordination with the Clinical Director. • Partner with the Clinical Director and Chief Medical Officer to ensure senior medical staff undergo necessary credentialing and are successfully integrated into the service's operational workflows. • Provide direct line management for administrative and technical staff, ensuring clear performance expectations, development opportunities, and a supportive team culture. • Work with HR and the General Manager to identify innovative sourcing strategies for hard-to-fill roles, including international recruitment and local talent pipelines for technical and administrative staff. • Design and oversee comprehensive induction programs for new hires that focus on both technical competency and alignment with a culture of high-trust and belonging.
Clinical partnership	• Partner effectively with clinical leaders across the directorate to ensure a strong clinical voice in planning, decision-making, and service delivery. • Participate in directorate clinical governance activities, ensuring that patient safety and equity is at the forefront of clinical and operational delivery decision-making. • Lead or contribute to quality improvement initiatives and compliance with clinical standards, policies and accreditation requirements.
Planning and financial management	• Understand, lead and operate within the delegations and financial parameters of the role. • Monitor financial performance, identify variances and implement correction actions.

	• Prepare business cases to enable resourcing and delivery of service improvements, workforce changes, property enhancements and other initiatives to delivery safer, faster and more equitable health care.

Key Result Area	Expected Outcomes / Performance Indicators
Access and Outcomes	• Supports efforts to improve access to services and achieve better outcomes for the communities we serve. • Uses evidence and insights to identify barriers and opportunities for improvement. • Contributes to inclusive, responsive, and effective service delivery.
Te Tiriti o Waitangi	• Demonstrates a commitment to understanding and applying Te Tiriti o Waitangi in a practical and appropriate way. • Supports initiatives that improve outcomes for Māori and strengthen relationships with Māori partners and stakeholders. • Contributes to an inclusive workplace that values diversity and supports the attraction, development and retention of Māori employees.
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.

Culture and People Leadership

- Provides visible, effective leadership that aligns people, resources, and effort to organisational priorities and outcomes.
- Builds high-performing teams through coaching, development, succession planning, and a commitment to continuous learning.
- Creates an inclusive and engaging workplace where people are supported to contribute, grow, and succeed.
- Builds trusted relationships with stakeholders and works collaboratively to deliver sustainable outcomes.

- Fosters a culture of accountability, innovation, and continuous improvement, ensuring people and organisational performance support strategic objectives.
- Champions values-based leadership and promotes a positive organisational culture that supports wellbeing, performance, and service excellence.

Matters which must be referred

- Employees are expected to escalate matters early to ensure patient safety, service, continuity and compliance with organisational and legislative requirements.
- Any matter that may affect the reputation of the organisation.

Relationships

External	Internal
• Primary care providers and/or community health services • Consumer and whānau representatives • Ministry of Health • NZ Blood Service • Contractors and vendors • Private health service providers • Regional and national service networks	• General Manager • Clinical Directors and Heads of Department • Allied Health, Māori Health and Pacific Health teams • Quality, HR, Finance and Business Intelligence units • Planning, Funding & Outcomes Directorate (national and regional) • Hauora Māori colleagues

About you – to succeed in this role

You will have

Essential:

- Relevant clinical and/or management qualifications
- Significant experience operationalising clinical governance, quality and patient safety frameworks.
- Significant operational leadership experience managing daily flow and reducing barriers to effective service operation.
- Experience in planning, directing and managing all activities in an operational area.
- Demonstrated contribution to whole-of-system patient care, service transformation, and improved system-wide performance.
- Experience of managing resources and planning effectively for future delivery including contributing to business planning and writing business cases.
- Experience dealing with the complexities of a large diverse organisation.

Desired:

- A relevant post-graduate qualification.

You will be able to **Essential:**

- Deliver results through effective planning, sound judgement, and personal accountability.
- Build trusted relationships and works collaboratively to achieve shared goals.
- Communicate clearly and adapts their approach to different audiences and situations.
- Demonstrate curiosity, adaptability, and a commitment to continuous improvement.
- Maintain high standards of professionalism, integrity, and ethical behaviour.
- Contribute to a positive, inclusive, and safe working environment.
- Take responsibility for their own development and supports the development of others where appropriate.
- Demonstrate how you have created positive, inclusive and accountable team culture, built capability in others, and fostered engagement and collaboration.

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[i] Salary band reference is for internal benchmarking and role sizing purposes only. The salary band designation is not a term or condition of employment and may be changed by the HNZ. Changes to the salary band will not affect an employee's current salary or remuneration.

[ii] The Children's Act 2014 makes provisions for the protection of children and helping them thrive, achieve and belong. At Health New Zealand, we safety check every children's worker. The purpose of this safety check is to reduce the risk of harm to young people and is a legal requirement for those employed in work that involves contact with children and young people including face-to-face, over the phone, or email contact. It is part of our commitment to ensuring the wellbeing and safety of children and young people. Your continued employment with Health NZ is conditional on a satisfactory safety check.