



Position Description

Position title:	Service Delivery Administrator	Date:	October 2024
Reports to:	Service Delivery Manager	Department:	Service Delivery
Number of reports:	Direct: N/A Total (include indirect): N/A	Location:	Auckland
Delegated financial authority:	N/A	Budget ownership:	No
Level of influence:	Leading self		

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. To help people live their best lives by reimagining healthcare.	Our purpose is why we exist. To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Teamwork: We will work together because we know that a strong team will always outperform strong individuals.

Responsibility: We will take ownership and pride in our work. We will act with integrity and be accountable for our behaviour.

Respect: We will act fairly in a culture of mutual trust and respect.

Aspiration: We will aspire to be the best we can be. We will recognise and celebrate success.

Role Purpose

This role will support the Service Delivery Manager and provide administrative support, managing all external queries and providing internal support as required. The day-to-day responsibilities of this role are varied and include tasks such as maintaining office standards, servicing clients, and responding to internal queries.

The Service Delivery Administration role will ensure the smooth running and operations of the organisation, providing a seamless experience for our clients.

Key Relationships

Internal

- Service Delivery team
- Triage team
- Clinical Team leads
- Client Relationship team
- Southern Cross National Office Support Services Staff (Finance, Information Services, Marketing, Comms)

External

- Practitioners
- Nurses
- Clients
- Other Stakeholders

Key Accountabilities

Office Administration

- Monitor office supplies and facilities, ensuring all are well maintained and report to Service Delivery Manager.
- Monitor office standards are kept to a high standard of cleanliness and safety.
- Provide administrative support to teams as required.
- Support internal staff with any queries.
- Greet visitors, triage incoming phone calls and action voice messages as required.

Internal Support

- Assist the Service Delivery team with recruitment and onboarding of new staff –and assisting with set up (office equipment, laptops etc.)
- Assist with internal and external communications, distribution of policy and procedure updates to staff.
- Support staff with effective use of IT systems, working with IT providers to assist with the efficient running of internal IT systems eg phone lines, laptops, Aroflo, Knack.
- Updating information in IT Systems for Practitioners, nurses, clients, and organisations.

- Assist with project work to ensure deadlines are met, supporting the team as required.

Client Service

- Respond promptly to client and other stakeholder enquiries promptly and efficiently.
- Arrange Pre-Employment appointments.
- Assist to book travel and accommodation for services to clients as required.
- Assist with running client feedback reports.
- Distributes collateral to client organisations.

Accounts Support

- Assist with any account's pre-approval, confirmation of job totals, receivable, payable and debtor maintenance as required.
- Assist with reconcile expenses and team credit card spending, and report to Service Delivery Manager.
- Send report of room rental charges as required.

Event Coordination

- Assist with events eg marketing expos.
- Assist with scheduling of staff meetings and record/distribute minutes to attendees.
- Maintain online calendars.
- Assist Coordinate training for staff
- Assist Coordinate events and gatherings eg Christmas etc.

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:

- 2-3 years' experience in business administration
- Proven experience working as a team
- Excellent communication, interpersonal and leadership skills.
- Ability to make decisions in high pressure situations
- Demonstrated commitment to client centred care and quality improvement.

Education and qualifications required:

- Minimum of NCEA level 2, University Entrance

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution