



Position Description

Position title:	Contracts Administrator	Date:	June 2025
Reports to:	Support Services Manager	Department:	Administration
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	North Harbour Hospital
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.	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

To ensure all HNZ invoicing for Auckland Surgical, Brightside Hospital, Gillies Hospital and North Harbour Hospital invoicing is completed in a timely and accurate manner. To support the Contracts Team Leader by ensuring these contracts are managed and co-ordinated in the most efficient manner.

Key Relationships

Internal

- Contracts Team– Support Contracts team by ensuring all tasks are carried out efficiently and accurately

External

- HNZ– maintain and develop relationships with HNZ contacts for ASC,BS, GL and NH
- Medical Specialists and their support staff – promote Auckland Contracts team and business objectives of Southern Cross Hospitals by ensuring services provided to medical specialists are of the highest standard

Key Accountabilities

Contract Administration

- Responsible for processing and invoicing all patient bills for Auckland Surgical Centre, Brightside Hospital, Gillies Hospital and North Harbour Hospital for the HNZ Contracts
- Provide support in relation to HNZ queries to Contracts Team Leader
- Where necessary, in line with the business needs, ensure that the clerical requirements of the job are met. This includes filing, and data entry of contract work

Accounting Services

- Ensure all invoices from medical specialists are registered and processed accurately
- Ensure all invoices to funders are raised in a timely and accurate manner
- Ensure that, where appropriate, all dealings with customers are kept confidential

Customer Services

- Ensure excellent working partnerships are maintained with visiting specialists and health purchasers
- Ensure that all customers are treated in a professional and friendly manner
- Ensure that, where appropriate, all dealings with customers are kept confidential

Corporate

- Support a strong and positive image of Southern Cross Hospitals within the local community and with key internal and external stakeholders
- Maintains a professional appearance and image
- Supports a positive, proactive learning environment

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:

- Administration experience with proven ability to manage data entry of detailed, financial information in an accurate and timely manner

Experience and skills desirable:

- Experience with Microsoft Office applications (Outlook, Word, Excel, etc.).
- Some experience in the health / clinical sector

Education and qualifications required:

- Intermediate level computer skills

Education and qualifications desirable:

- Some knowledge of financial accounting

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution