



Position Description

Position title:	Operations Manager	Date:	February 2026
Reports to:	General Manager	Department:	Hospital
Number of reports:	Direct: ~ 8 Total (include indirect): ~148	Location:	New Plymouth
Delegated financial authority:	Yes	Budget ownership:	Yes
Level of influence:	Leading self Leading others Leading leaders Leading the Organisation		

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

The Clinical Operations Manager (COM) plays a critical role in supporting and enabling the General Manager to deliver both national strategic priorities and local objectives. The role is accountable for enabling and maximising the efficient, effective, safe, and financially sustainable day-to-day operations of the hospital, ensuring the organisation is well positioned to meet current and future healthcare demands.

This is achieved through strong operational leadership, collaboration, and a focus on continuous improvement, quality, and innovation across the hospital.

This position will have the delegated authority of the GM when they are away and is a member of the Senior Leadership team. The Clinical Operations Manager makes a significant contribution to the overall management of the hospital, to ensure that the business retains a position within the healthcare market and can respond positively and effectively to competition.

Key Relationships

Internal

- General Manager
- Theatre Services Manager
- Support Services Manager
- Safety, Quality and Risk Manager
- Patient Services Manager
- Peri-anaesthesia Manager
- Learning and Development Manager
- Supply Chain Manager
- Facilities Manager
- Clinical Nurse Leaders
- Team Leaders
- Educators
- Clinical and non-clinical staff
- National Support Office Team
- Chief of Nursing and Quality
- Medical Specialists

External

- Visiting Specialists – Surgeons/Anaesthetists
- Supply companies
- Health Funders

Key Accountabilities

Clinical Operations

- Drives, supports, collaborates with, and provides leadership to the senior leadership team to deliver organisational objectives
- Works in partnership with hospital leadership and hospital teams to ensure all services are patient centred and responsive to the needs of medical specialists and staff
- Role models expected values and behaviours to the Leadership team to ensure a superior standard of care is provided to all patients (our customers)
- Nurtures positive relationships with the Medical Specialists (our customers) and ensures their care expectations are exceeded
- Make decisions to ensure all clinical and non-clinical services are delivered to the highest possible standard and in compliance with organisation values, policies and procedures
- Owns people management decisions in consultation with the General Manager and central People & Culture function when required
- Makes financial decisions within delegated authorities. Note delegated authority increases in absence of General Manager

Business / Operational Acumen

- Supports the General Manager to ensure the hospital's culture is positioned to meet the challenges of the modern healthcare environment
- Actively leads in the service planning process and projects, including the associated management of change to achieve positive outcomes
- Optimises the efficiency and economy of services and ensures assets are protected and costs are managed within budget
- Is involved in resource decision making/strategic planning, participates in capex budget setting and purchasing processes
- Demonstrates leadership through broad problem solving and analytical skills in relation to standards at a service, organisational and/or national level
- Explores opportunities to expanding services onsite
- Coordinates and assigns resources to ensure appropriate staffing to meet business needs
- Supports the team's response to and care for the deteriorating patient
- Is responsible for informing the General Manager and seeking support for the management of complex issues
- Ensures annual performance reviews are undertaken for all Managers
- Training and development needs of Managers are identified, and in discussion with the General Manager the recourse provision negotiated

Professional Responsibility

- Supports the General Manager to ensure the hospital management team is cohesive and operating within a proactive, collaborative and collegial framework
- Effectively role models Southern Cross Hospitals' values
- This position is fully aware of all operational and patient issues within the hospital on a day-to-day basis and keeps the General Manager apprised
- Works alongside the Safety Quality and Risk Manager on the investigation and response to patient complaints and clinical incidents to ensure positive outcomes are achieved
- Ensures service delivery meets the standards of the professional, ethical and relevant legislated requirements
- Applies the principles of the Treaty of Waitangi/ Ti Tiriti o Waitangi to service delivery
- Is proactive in maintaining and enhancing own professional development

Interpersonal and Interprofessional Relationships

- Demonstrates effective interpersonal communication with staff, including inter-professional communication and documentation

- Relationships with Medical Specialists are nurtured and maintained
- Supports a strong and positive image of the Hospital and Southern Cross Healthcare within the local community and with key internal and external stakeholders
- Influences at a service, professional or organisational level

Safety, Quality and Risk

- Demonstrates effective interpersonal communication with staff, including inter-professional communication and documentation
- Coordinates the team's response to emergency situations (e.g. fire, earthquake and security threats)
- Evaluates health outcomes and assists in refining care pathways, protocols and guidelines
- Leads certification audits and reviews alongside the Safety Quality and Risk Manager
- Identifies risks that could limit deliver of excellent care and works with the appropriate clinical teams to develop and implement appropriate and effective action plans
- Works within the Southern Cross Healthcare Policies, Guidelines and Clinical Standards of Practice
- Assist the General Manager and Safety, Quality and Risk Manager with the Hospital Clinical Governance Committee and participates in the Safety, Quality, and Risk Committee
- Enables quality assurance, maximises service improvement, minimising risk, and ensuring legal compliance

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
- Supports the Safety Quality and Risk Manager to ensure that an effective health, safety, and wellbeing programme is implemented and monitored, resulting in a safe and healthy working environment'

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:

- Minimum 8 years post-registration experience with 3 of those being in a surgical setting
- Minimum 6 years current experience in a management position
- Proven experience and ability in operational management and leadership within a surgical hospital environment
- Broad Human Resources and Project Management experience
- Financial acumen and commercial experience

Education and qualifications required:

- NZ Registered Nurse with a current practicing certificate
- Postgraduate management qualification or equivalent training

Education and qualifications desirable:

- Expert level 4 in a recognised PDRP program
- Actively working towards a Leadership PDRP portfolio

Leadership Attributes

Human Centred Leadership

- Empathy
- Adaptability
- Connection

Performance Coach

- Accountability
- Engagement
- Collaboration

Change Enabler

- Execution
- Energy
- Contribution