

Position Description

Position title:	Business Support Coordinator	Date:	September 2025
Reports to:	Head of Organisational Services	Department:	Organisational Services
Number of reports:	Direct:0 Total (include indirect):0	Location:	Active+ National Support Office
Delegated financial authority:	No	Budget ownership:	No
Level of influence:	Leading self		

Our Organisation

Founded in 1990, Active is New Zealand's largest 100% New Zealand owned interdisciplinary rehabilitation supplier. Our vision is to be the leading brand of integrated interdisciplinary health clinicians that strive to achieve a seamless, quality orientated, interdisciplinary experience for our clients which enables them to meet their full potential. In 2024, Active became wholly owned by Southern Cross Healthcare Limited; the largest and most trusted private healthcare provider in New Zealand.

A successful business is the result of teamwork and people working together in a spirit of partnership. Active is committed to promoting harmony and ensuring that consultation and co-operation are the basis for sound relationships with its employees.

Active is committed to its employees in the context of an employment relationship that is mutually beneficial.

Vision

Our vision is to be the leading brand of integrated interdisciplinary health clinicians, and we strive to achieve this through our commitment to provide a seamless, quality orientated, interdisciplinary experience for our clients which enables them to meet their full potential.

Active+ Head Office
Level 14, ANZ Centre
23-29 Albert Street
Auckland 1010
Ph 09 630 4035 | 0800 22 44 86
headoffice@activeplus.co.nz
activeplus.co.nz



Our Values

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 provide high-quality administrative support across the organisational services portfolio, including, head office support, digital services and systems, staff training and development, policies and procedures, health and safety, property, and cultural and sustainability work programmes. The role also includes executive assistance to the Chief Executive Officer and to other executives.

Key Relationships

Internal

- Chief Executive Officer
- Head of Organisation Services
- Executive Team
- Active+ National Support Office Staff

External

- Active+ Provider Network
- Southern Cross Healthcare Staff
- Funders including ACC and HNZ
- Other referrers
- Advisors

Accountabilities

The Business Support Coordinator is accountable for the below areas on specified services.

Accountability	Key tasks	Performance Measure
Office Administration	<ul style="list-style-type: none"> • Provide administrative support across multiple business functions. • Complete assigned administration tasks • Assists with day-to-day office tasks and provides clerical support as necessary. • Actively participates in supporting staff to ensure a seamless service for visitors. • Responds to emails received from clients, funders, and others. 	<ul style="list-style-type: none"> • Completes all tasks efficiently, with high quality level and as per agreed processes and systems. • Maintains and ensures timely communication manager and stakeholders as appropriate. • Supports a strong and positive image of Active+ with stakeholders. • Support provided reduces workload of others. • Maintains a professional appearance
Support to the CEO and Executive team with administration duties	<ul style="list-style-type: none"> • Provide Executive Assistant support to CEO and other Executives as needed. • Support with administration tasks such as travel booking, diary management and scheduling, data entry, catering, document formatting. 	<ul style="list-style-type: none"> • Support is timely and accurate. The outputs help reduce the time required by other staff members involved • Diaries managed, meetings coordinated, communications handled professionally
Team Support	<ul style="list-style-type: none"> • Support finance, operations, and data/systems teams with routine administrative tasks. 	<ul style="list-style-type: none"> • Teams report improved efficiency and reduced admin burden

Projects	<ul style="list-style-type: none"> Provide support for projects as assigned. This may include organising and supporting events such as a Provider Conference. 	<ul style="list-style-type: none"> Input is timely, accurate and supports the delivery of the project and or team goal Project documentation is maintained and deadlines met
Documentation & Records	<ul style="list-style-type: none"> Maintain accurate records, manage correspondence as required, record meeting minutes as required, support meeting logistics 	<ul style="list-style-type: none"> Records are up-to-date and accessible
Continuous Improvement	<ul style="list-style-type: none"> Contribute to improving administrative processes and systems 	<ul style="list-style-type: none"> Suggestions implemented and feedback positive

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.

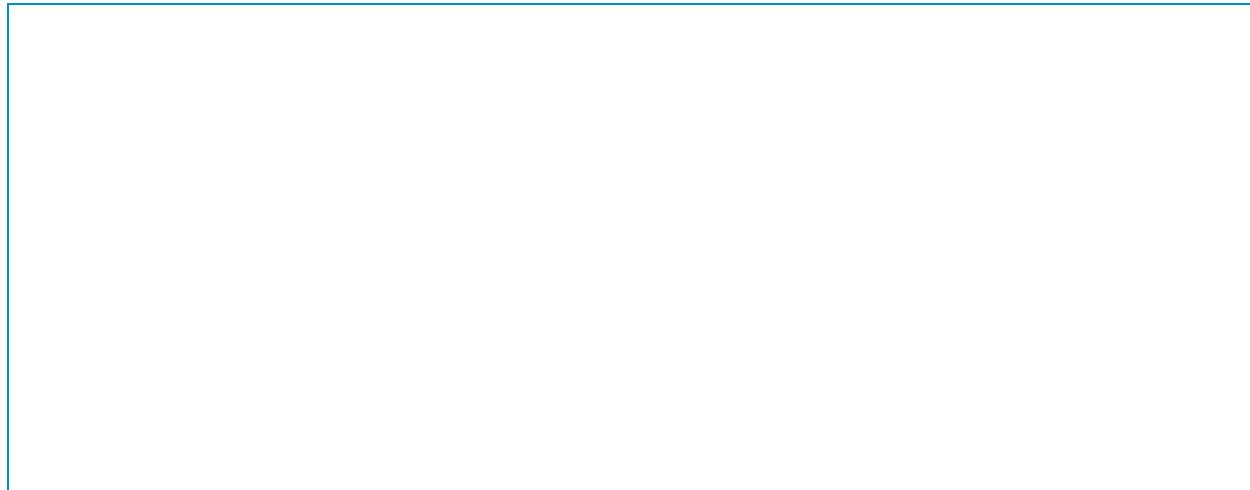
Commitment to Diversity, Equity and Inclusion (DEI)

- 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.

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Role Requirements

Experience and skills required:

- Excellent communication skills
- Organised & structured in prioritising tasks and excellent time management
- Strong attention to detail and accuracy
- Proficient in using modern business software and platforms
- Effective problem-solving and initiative
- Excellent written and verbal communication skills
- Ability to work independently and collaboratively
- Ability to work efficiently in a hybrid manner

Education and qualifications required:

- NCEA Level 3 or equivalent education level achieved in Maths and English

Education and qualifications desirable:

- Experience in administrative support, or executive assistant type roles.
- Interest in professional development and growth