Health New Zealand
Te Whatu Ora

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

Title	Personal Assistant – Directorate Leadership Team			
Reports to	General Manager – Kāhui o te Ihi Mental Health & Addictions Directorate			
Location	Auckland City Hospital - Grafton			
Department	Kāhui o te Ihi Mental Health & Addictions Directorate			
Direct Reports			**Total FTE**	1.0
Budget Size	**Opex**		**Capex**	
Delegated Authority	**HR**		**Finance**	
Date	November 2026			
Job band (indicative)				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

Provide high level personal assistant and administrative support to the Mental Health & Addictions Directorate Leadership Team members ensuring that they are able to work efficiently and effectively and their time is well managed in line with their strategic objectives. This PA role is part of our Directorate Leadership Team (DLT) and will work collaboratively with the DLT PA to the co-directors

Key Result Area	Expected Outcomes / Performance Indicators
Leadership	• Manage Leadership team members schedules, resolving scheduling conflict and managing workload demands and schedules. • Coordinates attendees, agendas & briefing papers, ensuring Leadership Teams time is managed effectively. • Monitor diaries, provide daily packs for DLT members and anticipate upcoming tasks and projects
Meeting Coordination	• Planning and organising meetings, ensuring the Leadership Team are prepared for meetings with any relevant pre-reads. • Organise and attend any relevant leadership meetings, organize agendas, coordinate distribution of papers, from time to time take meeting notes and follow up on actions.
Email Management / Communications	• Uses good judgment to effectively handle incoming/outgoing calls/emails/letters/submissions/reports to determine their

	• significance and prioritise process or delegate items to appropriate staff, ensuring Leadership Team are kept informed of any action taken. • Acts as key point of contact when the Leadership Team are unavailable.
Reporting	• Assist with the preparation of reports as/when required.
Travel	• Organise domestic and international travel, including itineraries, flights, hotels, transfers, meeting agendas.
Administrative/ Secretarial Support	• Provide administrative support, create and format documents, assist with PowerPoint presentations, general • correspondence and other written communication maintaining a high level of confidentiality • Establish and maintain electronic and paper office files and records • Uses approved AI tools to support with this work • Maintain office systems that operate effectively and efficiently. • Continually review processes to maintain delivery and costs • Take action necessary to meet the day to day operating
Finance	• Processing the departments invoices, purchase orders, expense claims
Coordination and tracking of key areas of DLT members activities	• This includes, but is not limited to, support with tracking and monitoring expenditure of training and development funds, tracking the management of, and response to, complaints.
Ad hoc Projects	• Special projects may be part of this role and will depend on the Leadership Teams requirements
Other reasonable tasks required by the manager to meet the overall purpose of the role	• Perform all requested tasks as agreed with the Leadership Team requirements

Matters which must be referred to the General Manager

- Any matters that impact upon the delivery of the PA role as a direct report of the General Manager.

Critical Competencies

Direct Reports	• Dependant on the portfolio
Delegated Financial Authority	• This position has Level Three Manager delegated authority. • Dependant on the portfolio

Relationships

External	Internal	Committees/groups
• Health providers outside ADHB • Government Agencies • Consultants involved in initiatives within ADHB	• SMT • General Managers • Service Managers • Clinical Directors • Nursing Leaders • Other ADHB Operating Units • Allied Health Staff • Medical Staff • Professional Advisors • Clients/Customers/ Patients • Other PA's	•

About you – to succeed in this role

You will have

Essential:

- Experience in a similar role supporting Managers at a high managerial level

Desired:

- Tertiary qualified or Administration / Office management

You will be able to

Essential:

- Ability to manage Outlook diaries and emails
- Proficient computer skills and in-depth knowledge of relevant software such as MS Office Suite.
- Record and distribute meeting notes.
- Good problem-solving and decision- making capabilities and attributes.
- Highly developed organisational and time management skills.
- Experienced in dealing with matters of a highly confidential nature.
- Able to build strong collaborative partnerships with key stakeholders both internal & external, presenting a positive professional image at all times.
- Proactive, uses initiative.
- Attention to detail.

Desired:

- Knowledge of ADHB services and structures
- Knowledge of Health Care in NZ
- Experience in large organisation.

Critical competencies

Planning & Organising	• Ability to manage multiple tasks • Establishes a plan of action and achieves priority goals • Ability to delegate tasks while retaining accountability • Effectively reschedules work to accommodate shifting priorities • Manages own and reporting directors' workload/flow, recognises and addresses barriers • Applies judgement, discretion and initiative in performing with minimal supervision • Initiates draft and prepares clear concise cover memoranda in final form and correspondence requiring a selection of materials and references from a variety of sources • Maintains complex records and files • Able to screen mail, telephone calls and visitors
Communication / Relationships	• Be a role model in setting the highest standards, working with others to help achieve those same standards • Seeks out opportunities to support others in achieving goals • Establish and maintain cooperative working relationships with team members and other work groups • Expresses information effectively, both orally and in writing, adjusts language and style to the recipients
Quality	• Able to review administration processes, identify process improvements and implement them to improve delivery and overall efficiencies
Self-Management	• Uses initiative • Constantly strives to build knowledge and learns from mistakes to improve outcome • Clearly communicates with staff and provides an environment which is supportive and positive
Value diversity and support equity of access and outcomes	• Understands the significance of Te Tiriti o Waitangi • Displays cultural sensitivity • Appreciates insights and ideas of all individuals and works effectively with these differences

Working for Te Toka Tumai – Expectations of Employees

Citizenship

All employees are expected to contribute to the innovation and improvement of Auckland District Health Board as an organisation. This means:

- Using resources responsibly
- Modelling organisational values in all interactions
- Maintaining standards of ethical behaviour and practice
- Meeting Te Toka Tumai's performance standards
- Participating in organisation development and performance improvement initiatives

- Helping to develop and maintain Maori capability in Te Toka Tumai, including developing our understanding of the Treaty of Waitangi and ways in which it applies in our work
- Raising and addressing issues of concern promptly

The Employer and Employee Relationship

We have a shared responsibility for maintaining good employer/employee relationships. This means:

- Acting to ensure a safe and healthy working environment at all times
- Focusing our best efforts on achieving Te Toka Tumai's objective

A performance agreement will be reached between the employee and their direct manager and/or professional leader containing specific expectations.

Consumer/Customer/Stakeholder Commitment

All employees are responsible for striving to continuously improve service quality and performance. This means:

- Taking the initiative to meet the needs of the consumer/customer/stakeholder
- Addressing our obligations under the Treaty of Waitangi
- Involving the consumer/customer/stakeholder in defining expectations around the nature of the services to be delivered and the timeframe
- Keeping the consumer/stakeholder informed of progress
- Following through on actions and queries
- Following up with the consumer/customer/stakeholder on their satisfaction with the services

Professional Development

As the business of Te Toka Tumai develops, the responsibilities and functions of positions may change. All staff are expected to contribute and adapt to change by:

- Undertaking professional development
- Applying skills to a number of long and short term projects across different parts of the organisation
- Undertaking such development opportunities as Te Toka Tumai may reasonably require

Document Control

Issued By:	Alison Hudgell
Date Issued:	November 2026
Date Reviewed:	November 2026

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.