

## Position Description | Administration Support Coordinator

### REPORTING

<b>Reports To</b>	Team Leader - Support Services (or designate)
<b>Direct Reports</b>	None

### PURPOSE

- To provide direct coordination and guidance to the reception team to ensure services are delivered in a customer-focused and professional manner in line with the hospital values.
- To assist in the training and development of the Bookings and Reception Team alongside the Team Leader - Support Services.
- To support the hospital with key administration tasks.

### SKILLS

Essential Skills	Highly Desirable Skills
<ul style="list-style-type: none"> <li>• Previous administration experience with Intermediate to Advanced level Microsoft Office skills.</li> <li>• The ability to multitask, prioritise duties, and work independently to manage one's own workload.</li> <li>• Attention to detail with a pride in achieving precise, accurate work.</li> <li>• The ability to maintain confidentiality of business and employee information.</li> <li>• Strong written and oral communication, and relationship management skills.</li> <li>• A can-do positive attitude.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience leading staff.</li> <li>• Previous experience in a hospital environment.</li> </ul>

### KEY RELATIONSHIPS

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Senior Leadership Team</li> <li>• Senior Clinical Team</li> <li>• Ward Clerk</li> <li>• Maintenance Coordinator</li> <li>• Support Services Team</li> <li>• Finance Team</li> <li>• Purchasing Team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Surgeon and their PA's</li> <li>• Anaesthetists</li> <li>• Te Whatu Ora - Te Tai Tokerau</li> <li>• Patients and their Family/Whānau</li> <li>• Various service providers</li> </ul>

## KEY ACCOUNTABILITIES

<p><b>Bookings &amp; Reception Team Coordination</b></p>	<ul style="list-style-type: none"> <li>• Coordinate day-to-day activities of the Bookings and Reception team (encompassing the Booking Clerk, Receptionists and the Administration/General Assistants) to ensure professional, accurate, efficient and timely outcomes.</li> <li>• Oversee day-to-day staffing issues as they arise and escalate any issue of concern to the Team Leader - Support Services.</li> <li>• Work alongside the Team Leader - Support Services to develop a team focused on providing a high quality and professional standard of customer service to all patients, specialists, PAs, staff and visitors, fitting the expectations of a private hospital.             <ul style="list-style-type: none"> <li>○ Inform the Team Leader - Support Services of any identified training needs. Provide additional training to the administration team as appropriate.</li> <li>○ Assist the Team Leader - Support Services with one2one meetings as requested.</li> </ul> </li> <li>• Contribute to and promote the adoption of new processes, innovations and ideas to improve service quality, efficiency or safety.</li> <li>• Ensure that staff uphold the company values and abide by the hospital policies and procedures.</li> <li>• Provide support and cover across the bookings and reception as required including operational support for absence, peak workflows and break time relief.</li> <li>• Develop and maintain a general level of knowledge of the bookings and reception functions to enable provision of mentoring and ongoing support to the team.</li> </ul>
<p><b>Key Administrative Support</b></p>	<ul style="list-style-type: none"> <li>• Support departments and committees with internal meeting minutes where appropriate.</li> <li>• Manage document control processes to ensure policies, protocols, standing orders and forms are reviewed and updated as appropriate.</li> <li>• Assist with the development and design of forms and hospital collateral. Work with external suppliers as applicable.</li> <li>• Maintaining the digital and physical contact lists for staff and specialists.</li> <li>• Maintain the patient infection/complication reporting process and database.</li> <li>• Assist with non-clinical purchasing of office supplies, equipment, furniture, etc. as directed.</li> <li>• Support staff with general administrative requests such as printing, binding, laminating, IT/software assistance, and producing flyers.</li> <li>• Assisting with filing and archiving as requested in line with the document retention policy.</li> <li>• Develop and maintain positive relationships with internal and external contacts.</li> <li>• Other duties as directed.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Maintain a safe and appropriate work environment, engage in safe workplace practices, and manage health and safety for reporting staff and others. Report accidents, risks and incidents as they arise.</li> </ul>

<b>General</b>	<ul style="list-style-type: none"> <li>• Actively seeks learning opportunities to ensure knowledge and skills are continually evolving in line with current best practice.</li> <li>• Upholds and promotes the Company values, house rules, policies and procedures.</li> <li>• Recognises and respects cultural differences and the application of Te Tiriti o Waitangi principles with the intent of enabling access and improving health outcomes for Māori and Pacific Island patients, and increasing cultural diversity within our workforce.</li> <li>• Ensure compliance with the Privacy Act and Privacy policy.</li> <li>• Be proactive in recommending quality improvement initiatives.</li> </ul>
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## DELEGATED AUTHORITIES

- Approval levels as per the Delegated Authorities Levels policy (doc\_261).

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