

Person Specification

Administration Team Leader



Who we are

Pihanga Health is a community owned general practice located in Turangi at the top of Great Lake Taupo. We are honoured to hold the name of Pihanga- a taonga, a treasure, of Ngāti Tūwharetoa and Ngāti Tūrangitukua in particular. Pihanga is considered to be a living entity, an ancestor, with her own mana and mauri.

Our mission is to offer quality healthcare that best meets the needs of our community in a friendly and safe environment. Our vision is that Pihanga Health is recognized as a leading rural health service, providing comprehensive, quality, and integrated health services to its community. We are Cornerstone Accredited and one of the few rural certified teaching practices in New Zealand.

The opportunity

The Administration Team Leader is a pivotal person for the Administration team.

You will have the opportunity to:

- Indulge in your love of face to face people interactions
- Attain high levels of service standards for the team
- Grow a patient centric team culture
- Develop team members to their full potential
- Enhance and improve our patient experience
- Lead from the front as part of the senior leadership team

You will need:

- First and foremost to be an outstanding administrator/receptionist who just loves putting the customer first
- 3+ years experience in a team leadership role from a fast paced customer service environment
- Excellent leadership skills to get the best out of the team in an agile work environment
- Proven ability to grow a customer centric culture
- Proven process improvement and management skills
- Experience in contributing to a broader leadership team

... but it would be great if you also had:

- Management/leadership qualifications
- A good dollop of IT and technology literacy
- A creative bent to problem solving balanced by an orientation to compliance
- A cool, calm, thinking temperament even under the most trying of circumstances.
- A well balanced sense of humour