

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

Title	Group Director Operations (GDO) – Lakes			
Reports to	Executive Regional Director, Te Manawa Taki			
Location	Lakes District			
Department	Hospital and Specialist Services			
Direct Reports	Up to 12	Total FTE	-	
Budget Size	Opex	TBC	Capex	TBC
Delegated Authority	HR	Tier 3	Finance	TBC
Date	July 2025			

The Health System in Aotearoa is in a period of change and reset as we implement the Pae Ora/Healthy Futures vision, meet the objectives of the Health Delivery Plan and focus on the meeting clearly defined Health Targets to reduce waiting times and improve access to care which are:

1. Faster cancer treatment
2. Improved immunisation for children
3. Shorter stays in emergency departments
4. Shorter wait times for specialist appointments
5. Shorter wait times for elective treatments.

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.

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.

About the role

The primary purpose of the role.

Reporting to the Executive Regional Director (ERD) Te Manawa Taki, the Group Director Operations (GDO) is responsible for delivering equitable, safe and effective hospital and specialist services that align with and deliver against the Health Delivery Plan and Health Targets.

They will support the delivery of the Hospital & Specialist Services (H&SS) local, regional and national priorities by working with clinical leadership to lead change programmes and manage resource allocation in their area.

The position is accountable for H&SS clinical and operational performance in the Lakes District. This includes community-based care provided by Health NZ employed staff in areas such as mental health and addiction, and rehabilitation. Collaborating with other GDOs in the region to achieve the Health Delivery Plan and regional health targets at a system level is critical.

The Lakes workforce includes over 1,842 staff, reflecting significant ethnic and demographic diversity, and collaborates regionally with other hospitals in Te Manawa Taki to enhance health outcomes. There are two hospital sites in the district, Rotorua and Taupo.

Operational Impact

This role will provide leadership that builds high performing, outcome driven hospital and specialist service delivery systems that deliver on the expectations of Health NZ, the New Zealand Health Plan (Te Pae Tata) and the Pae Ora legislation.

This role will ensure a workplace culture that reflects the New Zealand Health Charter - Te Mauri o Rongo, giving life to the values, expectations and behaviours it outlines.

This role will ensure that the experience of patients and their whānau drives how services are delivered and is an important focus of service delivery improvement.

This role will always operate with the good of the New Zealand Public Health System in mind, now and for the future.

Key Result Area	Expected Outcomes
Patients, Whānau & Communities	<p>Improve experience and health outcomes for patients, whānau and the community.</p> <p>Meet service delivery expectations for the district, including National Health Targets.</p> <p>Ensure equitable access to health care for Māori and other population groups (including Pacific and Disabled People),</p>
Clinical Partnerships	<p>Ensure clinical voice (with relevant expertise) in all significant decision making</p>
Planning	<p>Plan how the district will deliver the health services outlined by the New Zealand Health Plan and National Clinical Services Plan, and against health targets.</p> <p>Ensure that district planning considers requirements of IMPBs, providers and key stakeholders.</p>
Service Delivery	<p>Deliver health services to achieve the defined outcomes for patients, whānau and community.</p> <p>Deliver on district projects outlined by the New Zealand Health Plan.</p> <p>Deliver national programmes within the district.</p>
Financial	<p>Live within budgets and funding.</p> <p>Ensure ongoing financial sustainability of all operating and capital expenditure within district.</p> <p>Maximise value for money from investments in the district</p> <p>Ensure the annual budget, national contracts and financial policies are adhered to across the district.</p>
People	<p>Maximise the potential of our workforce including their ongoing development, health safety and wellbeing.</p> <p>Ensure that the district has the required workforce capacity (up to establishment levels) to deliver safe, quality services.</p> <p>Ensure national people policies are adhered to across the district.</p>
Digital Systems	<p>Ensure that the dedicated digital systems in the district meet operational needs.</p>
Data and Information	<p>Ensure that data and information is available from the district to support regional and national performance management, planning and insights development.</p>
Infrastructure	<p>Liaise with Infrastructure to ensure prioritisation of maintenance and the development of capital programme requirements.</p>
Risk & Assurance	<p>Proactively managing and addressing all risks for which the officer is the accountable risk holder.</p> <p>Identifying operational, financial and clinical risks in place across the district and having appropriate mitigations in place.</p> <p>Escalate significant risks to regional or national risk processes for management.</p>

Health, Safety and Wellbeing	Comply with statutory and ethical obligations to keep patients, whānau, communities and workforce safe where Health NZ is a PCBU. Eliminate, mitigate and protect against health, safety and wellbeing issues within available controls, and escalate risks which cannot be appropriately or sufficiently controlled with available levers.
Legal	Comply with all legal obligations. Mitigate legal risks to Health NZ. Seek legal advice and support from the Legal team as required.
Communications	Ensure effective internal and external communications to staff, stakeholders and media.
Privacy	Ensure compliance with Privacy Act and the Health Information Privacy Code (HIPC). Support embedding of privacy culture. Ensure effective management of privacy breaches.
Information Management	Ensure compliance with Public Records Act. Ensure effective management of information.

Relationships

External	Internal
<ul style="list-style-type: none"> Iwi Maori Partnership Boards Union Partners 	<ul style="list-style-type: none"> Executive Regional Directors Local and national enabling group and clinical leaders Other District Group Director Operations

About you – to succeed in this role

You will have

Essential:

Qualifications and Experience:

- Extensive experience in healthcare environments
- Proven experience successfully leading diverse teams through change and achieving agreed KPIs
- Bachelors degree and post graduate diploma or degree

Knowledge, Skills, and Attributes

- **Pae Ora & Te Tiriti o Waitangi** - demonstrates an understanding of Pae Ora (Healthy Futures) Act 2022, the significance and obligations of Te Tiriti o Waitangi, including how to give effect to these expectations in a meaningful way, and the commitments to equity and priorities of Wai2575. Have an appreciation of cross-cultural matters, including knowledge of tikanga Māori (or a willingness to learn).

- **Leadership and management** – ability to think, plan and act strategically and to connect with and inspire people to build a highly motivated and engaged workforce. Demonstrates inclusive leadership and management skills able to maximise the quality and contributions of individuals and teams to drive outcomes.
- **Communication and relationship effectiveness** – demonstrates mature communication and interpersonal skills, including the ability to write and present in a clear, persuasive, and impactful way, to influence others to embrace change, and to develop, unify and maintain strong internal and external relationships essential for achieving sustainable outcomes.
- **Planning and direction** – have the ability to maintain oversight of work responsibilities, to identify business / project requirements, to develop / contribute to strategies, to plan, prioritise, delegate and organise work to deliver on short and long-term objectives across the breadth of the role.
- **Operational management** – have the ability to monitor and analyse performance to ensure the quality of work, identify areas of improvement, problem solve, and make sound decisions to achieve goals.
- **Continuous improvement** – demonstrates an openness to the views of others, and an ability to model an agile¹ approach that creates a culture where individuals at all levels bring their ideas and issues for constructive debate and finding improved ways forward. Has networks to support current knowledge of leading practices.
- **Dealing with ambiguity** – demonstrates is comfortable with change and uncertainty.
- **Financial management** – has a solid understanding of financial management, including budgeting, forecasting, and cost management.
- **Compliance and risk management** - demonstrates an understanding of organisational risk and compliance, legal and regulatory requirements regarding relevant regulations and standards in New Zealand, to ensure compliance with these requirements.

You will be able to

Essential:

- Demonstrate proven track record of achievement in a complex and challenging healthcare environment.
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Maximise the quality and contributions of individuals and teams to achieve the organisation's vision, purpose and goals.
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities.

- Demonstrate a strong drive to deliver and take personal responsibility.
- Demonstrate self-awareness of your impact on people and invests in your own leadership practice to continuously grow and improve.
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity.

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.