

POSITION DESCRIPTION

Administrator, Student Health Service

Reports to:	Student Health Service Practice Manager
Division:	Student Services
Tenure:	Continuing
Location:	Hamilton, Kirikiriroa Campus
Date:	17 June 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

Student Services provides high quality integrated services that foster engagement, promote wellbeing and support students in achieving their academic goals. The work of Student Services comprises the following student services: accommodation, international student services, Tauranga student services and student health service. The Director of Student Services is responsible for the overall management of the Division.

The Student Health Service (SHS) provides high quality general practice health care, counselling, mental health, social work, health promotion, chaplaincy and violence prevention services to University of Waikato students and enhances the educational process by modifying

or removing health and wellbeing-related barriers to personal development and learning. The Associate Director Student Health is responsible for the management of the Student Health Service.

2. POSITION PURPOSE

- Undertake a range of administrative tasks as assigned by Practice Manager to support the day-to-day functioning of the Student Health Service (SHS).
- Assist with patient flow by efficient management of reception and telephone duties.
- Provide high quality customer service to all persons interacting with Student Health Service.

3. FUNCTIONAL RELATIONSHIPS

Internal:

Associate Director Student Health
Other Student Health Service staff
Finance and Analytics staff
People and Capability staff
Student Services staff
Other University staff
Students

External:

Primary Health Organisation
Vendors
IT system providers
Ministry of Health - Manatū Hauora
Public health services – Te Whatu Ora
Other medical and health services
ACC
International student insurers
Laboratory and radiology services

4. KEY RESPONSIBILITIES

Patient Management

- Demonstrate excellent customer service across all interactions with students and patients, including reception, telephone, and online communications.
- Receive, welcome, and assist all patients and visitors in a professional, respectful, and confidential manner.
- Efficiently manage bookings, appointments, recalls, and waitlists within the Patient Management System (PMS) Indici.
- Accurately process patient enrolments and maintain up-to-date patient demographic and eligibility information.
- Ensure all PMS tasks are completed accurately and in a timely manner, including documentation, scanning, and coding.
- Provide orientation and enrolment event support as required, including student engagement and information provision.
- Deliver effective support to international students, including navigation of health services and referral pathways.
- Manage the transfer of patient records in line with consent, privacy, and health information legislation.
- Respond to patient enquiries and messages promptly, escalating clinical matters appropriately.
- Maintain data accuracy and integrity across all patient records.

General Administration

- Action short-notice template and scheduling changes, ensuring effective and timely communication with Clinical Managers.
- Manage and triage the shared inbox, ensuring enquiries are responded to or escalated appropriately.
- Scan, upload, and file documents accurately within the PMS and shared drives.
- Process Kuhukuhu requests in accordance with University and service requirements.
- Maintain administrative trackers, logs, and records to support service reporting and auditing.
- Support day-to-day clinic operations by identifying and resolving administrative workflow issues.

Financial Management

- Issue monthly statements to patients with outstanding balances and respond to billing queries as required.
- Ensure all billing, payments, and adjustments are accurately entered and maintained within the PMS.
- Raise purchase orders in accordance with University procurement processes.
- Reconcile invoices and liaise with finance teams to resolve discrepancies.

Ordering

- Order stationery and non-clinical supplies to ensure adequate stock levels.
- Restock supplies and monitor usage trends to prevent shortages.
- Coordinate ordering of clinical supplies, ensuring alignment with clinical requirements and compliance standards including at request of clinical staff
- Maintain supplier records and liaise with vendors regarding delivery issues or backorders.

Team Contribution

- Work effectively as a member of the Student Health Service, providing support and coverage for other team members as required.
- Collaborate openly with colleagues to promote transparency, shared learning, and positive working relationships.
- Contribute to service-wide projects and initiatives.
- Actively support a positive team culture and staff morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy.
- Communicate clearly and respectfully with clinical, administrative, and external stakeholders.

Continuous Improvement

- Actively contribute to the ongoing development and improvement of systems and processes.
- Collate and present data

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Administrator will be performing satisfactorily when:

- Administration tasks are completed competently, accurately, in a timely manner and in accordance with relevant guidelines.
- Student diversity is recognised and students are treated with respect and students feel welcomed to the service.
- Reception operates smoothly.
- Administration duties are prioritised and managed well.
- Appointments are made, enquiries are dealt with promptly and courteously, accurate information is provided to students.
- Patient confidentiality is strictly observed.

- Accurate up-to-date entry of all required information into the PMS (Indici).
- Patient files transferred successfully and securely.
- Safe and healthy work practices are followed. University policies, procedures, relevant work standards and statutory obligations are complied with.
- Collection of data including patient volumes and demographics is updated monthly.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Good general education to at least NCEA Level 3 (or equivalent experience) including a good standard of English.

Desirable

- Certificate in Business Administration or Medical Reception

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- A minimum of two years health administration and reception experience
- Proven ability to provide high-level administrative support, manage competing priorities, and meet deadlines
- Ability to use information and communication technologies effectively to achieve work outcomes, with a commitment to maintaining and updating these skills.
- A willingness to adopt and learn AI technologies.
- Demonstrated experience using Indici or a comparable patient management system.
- Strong understanding of medical terminology and general practice workflows.
- Demonstrated proficiency in using digital health systems, including appointment scheduling, clinical inboxes, e-referrals, document management, and reporting functions.
- Ability to extract, interpret, and maintain data from clinical and administrative systems to support operational reporting and service delivery.
- Experience supporting staff with system use, troubleshooting common IT and PMS issues, and liaising with internal or external IT support where required.
- Sound understanding of health and safety, privacy, and compliance obligations relevant to general practice operations
- Experience in the use of Microsoft Office products and ability to learn new IT systems.
- Willingness to participate in relevant education and skills-based training.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to work independently and as part of a team.
- Excellent organisational skills and attention to detail.
- Ability to deal with a broad range of people from different cultures/backgrounds.
- Ability to be flexible during peak periods of work and has a positive, solution focused attitude.
- Prioritisation and time management skills.
- Ability to maintain client confidentiality.

Desirable

- Experience working with Indici or other patient management systems.
- Knowledge and experience in primary health care.

PERSONAL QUALITIES

- Desire and commitment to work in primary health care.
- Demonstrate enthusiasm, drive and energy.
- Excellent organisational skills in managing a personal workload in a busy environment with competing priorities.
- Ability to work collaboratively and cooperatively in a multi-disciplinary team.
- Ability to relate to and be sensitive to the needs of a wide range of students, from a variety of backgrounds and cultures.

- Ability to meet timeframes and work effectively under pressure.
- Commitment to a culture of openness, flexibility and cooperation and collaboration.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.
- Ability to work effectively unsupervised and within a team.
- Genuine commitment to providing a high quality, professional service.
- Personal resilience, and the ability to work in a dynamic environment.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.
- Ability to monitor multiple tasks, prioritise and maintain progress.