

# Position Description

**TITLE:** Systems Support Advisor  
**LOCATION:** Flexible  
**REPORTS TO:** Group Administration Manager

## ABOUT HABIT HEALTH

We are New Zealand's largest integrated health, fitness and rehabilitation group and we are dedicated to providing best-practice health services in NZ to our clients through our top experienced healthcare practitioners.

We pride ourselves on being the only option in New Zealand for organisations looking for integrated health, fitness and rehabilitation services at scale.



## POSITION PURPOSE

The purpose of the Systems support Advisor role is to provide extensive support to the Group Administration Manager the wider Administration Team and clinicians. This comprehensive support will enable the team to collectively deliver efficient, effective, high quality and smooth functioning on best practice.

The Systems Support Advisor will be a Subject Matter Expert for Gensolve best practice. This role is responsible for providing technical support, expertise and day-to-day frontline advice to the team, Habit Health business services and as required to the wider Habit Health businesses.

## KEY ACCOUNTABILITIES

This section is role specific, managers should add/adjust core accountabilities as they see fit to best describe the role. Note it does not need to be an exhaustive list of tasks, PDs act as a guideline as to what the core accountabilities are, you don't need to list all the tasks, but key tasks will be helpful.

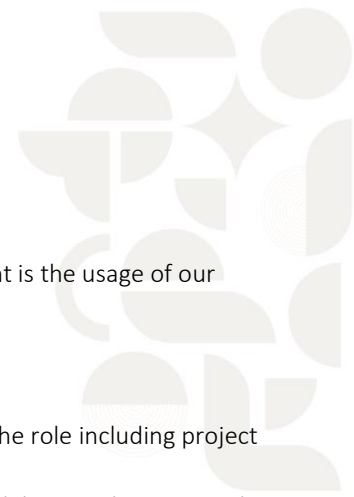
### Administration

- Provide systems support, based on exceptional customer service, to the entire clinical admin & clinician team, Habit Health Business Services and wider Habit Health.
- Provide adequate support and leverage to the Group Administration Manager to ensure efficient and effective administration services are delivered consistently across all locations.
- Responsible for training, coaching and supporting administrators & clinicians to be proficient in the usage of our PMS practice management system.

### Stakeholder and relationship management

- Contributes to a high performing Habit Health Business Services team.
- Maintains strong relationships both internally and externally, with all stakeholders: Habit Health Business Services team, operational teams, customers, suppliers and auditors.

- Responsible for training, coaching and supporting administrators & clinicians to be proficient in the usage of our PMS practice management system.



### General duties and responsibilities

- Undertake any other duties at the request of the manager, which are commensurate with the role including project work and absence cover.
- Ensure that services are delivered in line with Habit Health values, standards, and other guidelines and contractual requirements.
- Understand and apply the principles of the Te Tiriti o Waitangi – Partnership, Participation and Protection – and its relevance to the health of Maori in New Zealand.
- To adhere to the policies and procedures of Habit Health.
- To undertake training as relevant to your position.
- To participate in surveys and audits as necessary in order to enable the Company to meet its statutory requirements.

### Health and Safety

Habit Health are committed to providing a safe and healthy working environment for all staff, including contractors.

You are responsible for:

- taking reasonable care of your own and other's health and safety and being mindful of the effect of your actions (or lack of action) on the health and safety of others
- complying with reasonable instructions, policies and procedures to ensure Habit Health are able to comply with the Health and Safety at Work Act 2015
- identifying and reporting hazards, injuries, illness and incidents (including near misses) that arise from your work or in the workplace
- identifying and eliminating or mitigating health and safety risks so far as reasonably practicable and consulting with others in doing so
- raising health and safety matters with your manager or health and safety representative (or contact as appropriate)
- ensuring that all health and safety incidents, injuries, near misses are immediately reported through to [HR@habit.co.nz](mailto:HR@habit.co.nz)
- ensuring that significant hazards and risks or critical incidents are drawn to the immediate attention of your Manager



## KEY PERFORMANCE INDICATORS

---

KPIs are discussed, confirmed and documented as part of your annual performance plan.

Your KPIs may include:

<b>DELIVERABLES</b>	Consistently delivers all accountabilities as outlined in this position description. <b>Administration management</b> <ul style="list-style-type: none"><li>• Identify and resolve discrepancies in a timely manner</li><li>• Educating the business where needed to prevent errors or discrepancies</li></ul> <b>General administration</b> <ul style="list-style-type: none"><li>• Helpful, timely, efficient and customer service focus at all times</li><li>• Establish efficient and effective processes with enduring focus on continuous improvements across the business</li></ul> <b>Team outcomes</b> <ul style="list-style-type: none"><li>• No complaints</li><li>• Smooth functioning, cooperative and successful team</li></ul>
<b>ENGAGEMENT</b>	Embraces and supportive of the vision, mission and values of Habit Health in your day to day work.
<b>CORE BEHAVIOURAL COMPETENCIES</b>	Exemplify Habit Health's core competencies in your day to day work.

## QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

---

### Qualifications

- Business administration tertiary qualification (desired, not essential)
- Microsoft Office 365 (certified or highly proficient)

### Experience

- 5+ years administration and Gensolve experience
- Exposure to a varied breadth of experience encompassing all administration services (including but not limited to):
- Frontline & operational admin support
- Cross-functional admin support for a range of diversified and interconnected business units
- Exceptional customer service standards, delivery and responsiveness to all customers' needs

### Personal Attributes

- Strong personal maturity with the ability to prioritise and delegate.
- Strong all-round ability with sharp intellect, professionalism and well-developed EQ.
- High level of initiative to take on additional responsibilities as needed to provide significant leverage to the Clinical Administration Manager.
- Strong execution capability and a track record of completing projects effectively.
- Passionate and positive well-rounded, down-to-earth character who can inspire trust and confidence across Habit Health.
- Calm, approachable, organised, structured and methodical.
- High levels of initiative to analyse and assess systems, procedures and task flows to deliver process improvements based on current best practice.
- Consistently support the design/re-design and implementation of clinical admin policies and procedures and audit adherence to those policies and procedures.
- Possess excellent time management skills, ability to multi-task and prioritise work.
- Attention to detail, accuracy, sound judgement and well-developed problem-solving ability.

# CORE BEHAVIOURAL COMPETENCIES

Our core behavioural competencies all employees are expected to demonstrate in their day-to-day work. The standard of employee’s ability to exemplify the culture we want through competencies will be assessed during performance reviews.

LEVEL 1	DESIRED BEHAVIOURS	CONTRARY BEHAVIOURS
<p><b>CUSTOMER FOCUS</b></p>  <p>Demonstrating Customer Focus is about acting with the customer in mind (internal or external) and ensuring the customer is at the centre of everything we do</p>	<ul style="list-style-type: none"> <li>Establishes and maintains effective relationships with customers and gains their trust and respect making them feel valued and supported.</li> <li>Takes proactive steps to ensure the privacy of customer information and makes suggestions for process improvements.</li> <li>Acts with professionalism and integrity and strives to present a positive and passionate approach.</li> <li>Is dedicated to meeting the expectations and requirements of customers and internal stakeholders.</li> <li>Maintains clear and concise written and verbal communication, builds rapport, listens well, asks questions to clarify, and is culturally appropriate.</li> <li>Communicates in difficult situations tactfully and with respect.</li> </ul>	<ul style="list-style-type: none"> <li>Fails to protect client privacy.</li> <li>Displays inappropriate behaviour or impersonal service - is inconsiderate, rude, unhelpful or indifferent.</li> <li>Lack of knowledge about Habit Health’s services, cannot adequately match available services to customer needs.</li> <li>Avoids customer problems by passing them onto someone else.</li> <li>Does not ensure the right level of information has been communicated to achieve positive outcomes.</li> <li>Does not convey messaging constructively upsetting others.</li> </ul>
<p><b>MOTIVATION TO ACHIEVE</b></p>  <p>Motivation to Achieve is about being action-oriented and responding positively to challenges and opportunities</p>	<ul style="list-style-type: none"> <li>Plans and prioritises work, and tracks delivery to meet objectives with energy and drive.</li> <li>Had a good knowledge for own decisions and actions.</li> <li>Challenges the boundaries and proposes new and innovative ways of achieving outcomes.</li> <li>Seeks feedback from relevant stakeholders with the aim of improving performance.</li> <li>Has a “can do” attitude – driven to succeed, grow and make the most of opportunities irrespective of challenges and setbacks.</li> <li>Takes responsibility for own decisions and actions consistently delivers on expectations.</li> </ul>	<ul style="list-style-type: none"> <li>Wastes time or resources.</li> <li>Is disorganised, fails to set priorities and underestimates timeframes and misses deadlines.</li> <li>Fails to follow procedures or ensure systems are in place to achieve results.</li> <li>Discourages constructive criticism and does not accept decisions to move forward.</li> <li>Meets obstacles and gives up too easily or pursues low priority activities.</li> <li>Lacks concern when poor quality work is produced.</li> <li>Works reactively and doesn’t use initiative.</li> <li>Doesn’t look for new opportunities or improvements.</li> </ul>
<p><b>TEAMWORK</b></p>  <p>Teamwork is about working together constructively and putting the team ahead of individual success</p>	<ul style="list-style-type: none"> <li>Contributes to a positive and supportive team environment</li> <li>Acknowledges the value of others’ contributions; celebrates and communicates the success of others.</li> <li>Supports team decisions, even when they may not be the preferred way forward.</li> <li>Willingly shares information and knowledge with others and is open to learn from others.</li> <li>Admits to mistakes and brings them to the attention of people who can resolve the issue.</li> <li>Resolves conflict in a timely manner and ensures that teamwork and trust is maintained</li> <li>Is aware of own communication style and behaviours and how they impact on others</li> </ul>	<ul style="list-style-type: none"> <li>Is disrespectful towards others e.g. is overly direct, blunt, or aggressive.</li> <li>Doesn’t work well with the team.</li> <li>Withholds information and knowledge from others.</li> <li>Doesn't recognise or acknowledge the contribution of other team members.</li> <li>Allows team conflicts to interfere with the achievement of team goals.</li> <li>Doesn't celebrate success.</li> <li>Blames others for mistakes.</li> <li>Expresses negative or unhelpful opinions of others.</li> <li>Is not respectful of differing viewpoints</li> </ul>
<p><b>LEADERSHIP</b> (*Only applies to people managers and roles on pathway to leadership)</p>  <p>Leadership is about providing clear direction and building commitment within the team to achieve Habit Health objectives</p>	<ul style="list-style-type: none"> <li>Communicates expectations, manages and inspires the team effectively</li> <li>Makes decisions in ambiguous circumstances in a fair, equitable and transparent manner</li> <li>Creates an environment where health and safety, and risk management are always present in team thinking, discussion, and decision-making</li> <li>Creates an environment that enables the team to perform at its best - defines actions to be taken by the team to achieve objectives; provides constructive and actionable feedback and regularly interacts with the team about progress.</li> <li>Leads by example by demonstrating exemplary standards of behaviour aligned to Habit Health’s vision and values and is a leader people want to work with.</li> <li>Empowers the team to address problems and drive performance, providing the necessary support.</li> </ul>	<ul style="list-style-type: none"> <li>Isn't passionate and/or clear about Habit Health’s vision, values, and objectives.</li> <li>Doesn't clarify performance expectations or explain reasons for decisions.</li> <li>Displays favouritism or prejudice towards staff members.</li> <li>Doesn't energise or motivate the team.</li> <li>Leaves team members to flounder and/or doesn't provide enough support.</li> <li>Gives only negative feedback and / or criticises without basis.</li> <li>Can't handle pressure, may get rattled or 'blow up' and say inappropriate things</li> <li>Displays inconsistent behaviour – ‘Do what I say not what I do’; doesn't “walk the talk”</li> </ul>