

Position Description

Position Name: Operations Support Manager



Reports to

General Manager, 24 Hour Surgery and Acute Demand

Business Area

Pegasus Health

Position Purpose:

The Operations Support Manager plays a key role within the leadership team, ensuring operational systems and processes connect smoothly across all service areas. The role ensures that administration, reception, and acute demand coordination services run reliably and with consistent quality. It also contributes across business, and service interfaces to maintain operational assurance and support the General Manager in overall service leadership. The Operations Support Manager maintains operational continuity when the General Manager is unavailable, working alongside the Clinical Director and Clinical Nurse Leader to ensure the service runs smoothly.

Dimensions

Responsible for Operations Support, Acute Demand Co-ordination and Reception Services.

Direct reports:

8
Operations Support Administration team
Team Leaders x 2: Reception and Acute Demand Coordination

Budget responsibility:

Budget responsibility: Tier 1 delegations

Key Relationships

Internal:

General Manager, 24 Hour Surgery and Acute Demand
Clinical Director, 24 Hour Surgery and Acute Demand
Clinical Nurse Leader, 24 Hour Surgery and Acute Demand
All 24 Hour Surgery and Acute Demand team members

External:

External

General practice,
Te whatu ora, contractors

Leadership

- Provide leadership to, reception, and acute demand coordination teams.
 - Coach and mentor team leaders and direct reports to build capability and resilience.
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	• Contribute to senior leadership discussions, providing operational insight and cross service perspective. • Foster our culture of reliability, collaboration, and respect. • Ensure operational readiness and business continuity in a 24/7 environment.
Process Execution and Improvement	• Deliver operational improvements using established frameworks and tools. • Support service quality initiatives and compliance with current standards. • Ensure that processes are efficient, purposeful and responsive to service needs. • Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
Risk Management	• Apply sound judgement to identify, assess and escalate operational risks. • Oversee incident management processes and support follow up activities. • Maintain and strengthen operational assurance and business continuity frameworks.
Operational Assurance	• Ensure timely and accurate operational reporting that supports decision making and continuous improvement.
Relationship Management	• Build and maintain effective trust based relationships across Pegasus Health, with general practice teams and external providers. • Represent the 24 Hour Surgery and Acute Demand services in operational forum • Act as a key point of contact for operational matters, ensuring clarity and responsiveness.
On-Call Responsibilities	• Participate in the operations on-call roster, supporting the designated Operational On-Call Manager.

	Engage with the Senior Management Team as required for escalation and decision support.
Self-Development	Takes responsibility for personal development and continually develops own professional expertise.
Commitment to Equity	Demonstrates a commitment and understanding of our obligations under Te Tiriti o Waitangi Understand the barriers of access for some of our communities and can demonstrate a commitment to contributing of Pegasus Health's Equity Strategy.
Information Security	Understand and comply with Pegasus Health's information security and privacy policies. Support continuous improvement to our information security and privacy policies and procedures. Managing privacy through the guiding principle of manaakitanga
Health and Safety	Comply with responsibilities under the Health and Safety at Work Act 2015.
The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.	

Qualifications and Experience

Essential

- Degree level qualification in Business Management, Healthcare Management or equivalent in a related field.
- Proven leadership and management experience, including multi-level staff management.
- Demonstrated experience in effective relationship management.
- Strong operational judgement, particularly in risk assessment and process integrity
- Demonstrated ability to navigate complex team dynamics and organisational interfaces
- Strong relationship management and communication skills
- Proficiency with Microsoft Office and digital tools, Ability to coach, mentor and support both team leaders and frontline staff.
- Proficiency with Microsoft Office and related digital tools.

Desirable

- Experience in the health sector, ideally in urgent care or general practice.

- Familiarity with service delivery in business environment.

Te Tiriti O Waitangi

Pegasus Health is committed to our obligations under Te Tiriti O Waitangi and the implementations of its principles and intent.

Our Purpose

By 2030, the health outcomes for people in our takiwā have improved substantially with a significant reduction in inequities in access and outcomes.

Our Role

As a trusted partner, we catalyse rapid improvements in primary healthcare in our takiwā.

Pegasus Values

Our values guide how we interact with people within and outside of Pegasus. Our people, purpose, values and culture ensure we work successfully with communities, partners and each other and make us Pegasus Health. **Manaakitanga** underpins everything we do.

- We are **inclusive** every voice is important to us
- We act with **integrity** doing what is right
- We **connect**, together we succeed
- We **strive** for better everyday