

Position Description

National Administrative Manager – Operations Support

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

At Heritage Lifecare, we put our people and residents at the heart of everything we do. The National Administrative Manager – Operations Support plays a critical role in embedding consistent administrative processes, supporting Facility Administration Managers, and enabling operational efficiency across our network of aged care homes and villages.

This role also contributes to revenue generation initiatives by ensuring administrative excellence and compliance that supports sustainable business performance.

Reports to: Chief Operating Officer

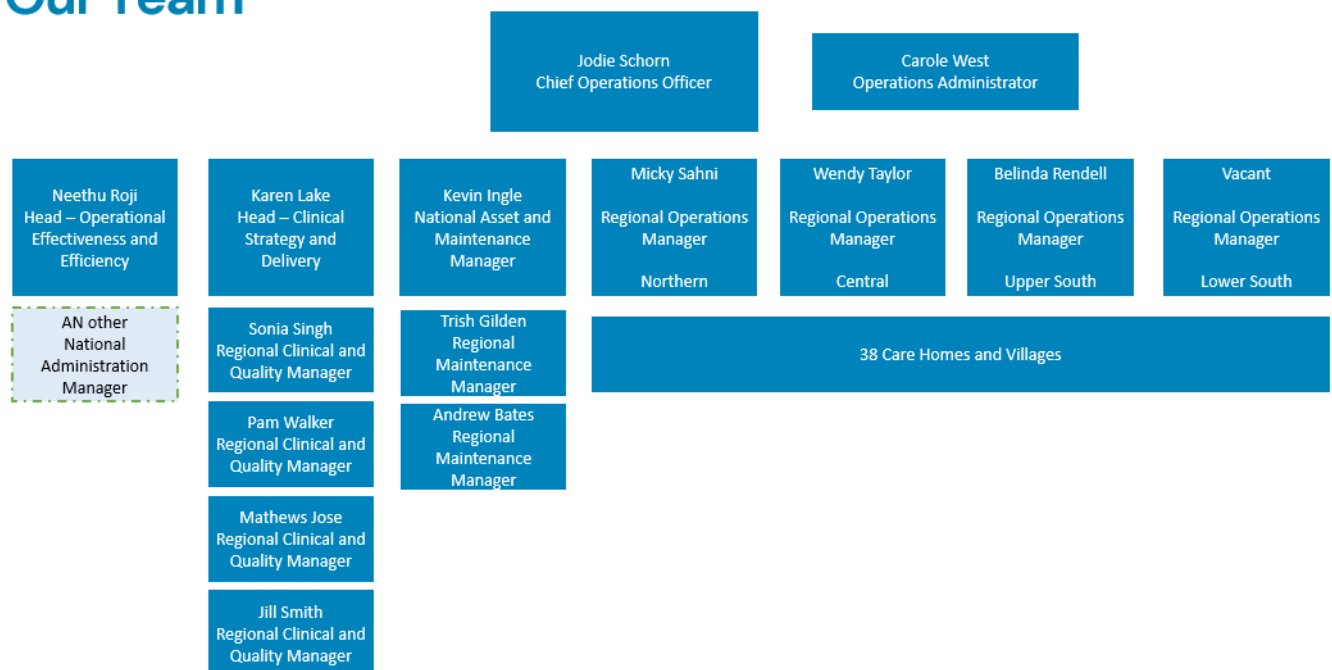
Direct Reports: nil

Functional Relationships:

- Regional Business Managers
- Head – Operational Effectiveness and Efficiency
- Accounts Receivable Team Leader
- Care Home Managers
- Administration Managers

Team Structure High Level Overview:

Our Team



Key Accountabilities:

Support for Revenue Optimisation

- Managers and Finance teams to ensure accurate and timely billing, revenue collection, funding claims, and occupancy reporting. Escalation pathways to the Regional Business Managers for resolution of critical issues.
- Actively monitor the Aged Debtors Trial Balance and work with Facility Administration Managers and Care Home Managers to develop work plans and strategies to reduce, ensuring timely follow-up and resolution of outstanding resident accounts and funding claims. Balances for non-payment, delays or debt collection must be raised with the Regional Business Manager and then escalated to the COO, with the CFO providing final approval.
- Monitor sites to ensure that administrative practices that impact revenue, such as management of admission documentation, subsidy applications and requirements, and resident agreements are effective and appropriately carried out.
- Identify and implement process improvements that enhance financial administration and performance and reduce revenue leakage.



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- Leverage relevant financial reporting resources and work with finance business partners as needed to ensure appropriate visibility into revenue-related administrative performance across sites.

Operational and Administrative Leadership

- Provide general support to the Head of Operational Efficiency and Effectiveness and participate in workstreams that embed practices and enhance operational efficiency in relation to revenue optimisation.
- Identify systemic risks to revenue collection and escalate to the Head of Operational Efficiency and the Regional Business Managers with recommended mitigation strategies.
- Embed and maintain consistent administrative processes across all Heritage Lifecare facilities.
- Provide direct support, coaching, and oversight to Facility Administration Managers, Care Home Managers and Clinical Services Managers to ensure high-quality, compliant, and efficient administrative operations, and provide tailored interventions based on site-specific needs and performance trends.
- Develop and implement tools, templates, and systems that streamline workflows and reduce administrative burden on care teams.

Compliance and Quality Assurance

- Ensure administrative practices align with Heritage Lifecare's policies and the Aged Care Quality Standards.
- Support facilities in administrative preparation for audits, reviews, and accreditation processes.
- Set up and oversee processes for the maintenance and oversight of documentation and records management for residents and staff at Facility level, to ensure accuracy, security, and accessibility.
- Monitor payroll compliance in conjunction with the Head : Payroll, to ensure that efficiency is achieved at site level, minimizing errors and manual pays.
- Monitor and audit adherence to rostering standards in HumanForce in identified sites.

People Leadership and Capability Building

- Lead and mentor a national network of Facility Administration Managers, fostering a culture of collaboration, accountability, and continuous improvement.
- Coordinate training and development initiatives to uplift administrative capability across the organisation.
- Act as a key liaison between facility teams and national support office functions.

Systems and Technology Enablement

- Champion the use of digital tools and systems to improve administrative efficiency and data integrity.
- Collaborate with IT and Operations to support system rollouts, upgrades, and user adoption.
- Monitor system usage and data quality, providing feedback and support to facility teams.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents

- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

TBC

Person Specification

Qualifications & Experience

- Tertiary qualification in Business Administration, Health Management, or a related field.
- Minimum 5 years' experience in a senior administrative or operations support role, preferably in aged care or healthcare.
- Demonstrated experience leading dispersed teams and embedding standardised processes.
- Strong understanding of aged care funding models, compliance requirements, and operational frameworks.
- Demonstrated experience leading Lean / continuous-improvement programmes.
- Competency in change-management methodologies.
- Proven ability to coach non-finance managers in commercial acumen—critical when partnering with Care Home Managers and Clinical Services Managers.

The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.



Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what the say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness in understanding and dealing with a "business situation" in a way that is likely to lead to a good outcome. Uses their approach to improve financial performance and leadership development.
Deal with Ambiguity	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Courage	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.