# JOB DESCRIPTION

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| **POSITION** | Operations, Rostering and Workforce Manager |
| **BUSINESS UNIT** | Operations |
| **RESPONSIBLE TO** | General Manager Operations |
| **LAST UPDATED** | July 2025 |

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| **Our Vision**  We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.  **Our Purpose**  Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.  **Our Values**  **Values** |

## Job Purpose

The Operations, Rostering and Workforce Manager will work alongside the Operational Business Unit Managers and Heads of Department, and the Rosters Team to manage the day-to-day rostering of Operations staff. This role will ensure our rostering practices support staff wellbeing. It will also ensure that financially sustainable practices are developed and implemented in relation to overtime and use of casuals. The role will be responsible for leading the continuous improvement of our Rostering systems and practices and contribute insights to WFA’s strategic workforce plans.

## Context that this role operates within

### Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over $7 million each year through fundraising to ensure WFA services can remain free of charge.

### Business Unit Perspective

The Operations group includes Emergency Ambulance Services, Clinical Communications, Emergency Planning, Patient Transfer Services, and Event Medical Services.

## Key accountabilities

| Key result area | Accountabilities |
| --- | --- |
| Effective Rostering and Workforce Management | * Work alongside the Operational Business Unit Managers and Heads of Department, and the Rosters Team to manage the day-to-day rostering of Operations staff * Operationalise the Rostering SOPs for each Business Unit, ensuring rostering requirements are met, while maintaining staff wellbeing and effective fatigue management * Ensure the draft roster is reviewed and ready for approval in accordance with required timeframes * Support workforce forward planning |
| Efficient management of Leave, Overtime and Casuals | * Manage leave approvals on behalf of Operations, ensuring leave requests are actioned within required timeframes, and in accordance with rosters SOP requirements. * Continuously monitor roster against overtime targets to ensure effective workforce and budget management, escalating issues to senior management in a timely way |
| Integration and continuous improvement | * Use insights and reporting to identify and support implementation of improvements to WFA’s workforce management systems and processes. * Lead the ongoing review of Rostering SOPs, including engagement with staff and unions |
| Effective Project Management | * Projects are relevant to the organisation * Management of projects is timely, effective and measurable * An all of organisation approach is applied to communication of project status |
| **Living WFA’s values**  WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we’re going and who we’re taking with us. | * Be authentic, original, true | Mā pango mā whero ka oti te mahi * Act with kindness | Aroha atu, aroha mai * Lead by example | Mahia te mahi, hei painga mo te iwi * Keep getting better together | Whaia e koe te iti kahurangi |
| **Health and Safety**  Complies with responsibilities under the Health & Safety at Work Act 2015.  In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace. | All employees are responsible for:   * Working in a safe manner to prevent risk of harm to themselves, others, or the environment. * Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements. * Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. * Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. * Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. * Actively participating in health and safety training and alerting manager(s) where additional training or support may be required. |

## Relationships and delegations

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| Reporting Structure | **Manager:** | General Manager Operations |
| **Peers:** | Operations Head of Departments |
| **Direct Reports:** | Nil |
| Key relationships | **Internal:** | Rosters Team |
| **External:** | Unions |
| delegations & authorities | **Delegation Level:** | As per the delegations letter (if any) agreed with you in writing during your employment, and subject to CEO approval at all times. |

## Capability profile

### Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

| Core Competency | Key Behaviours |
| --- | --- |
| **Results Focus** | * Resolves conflict promptly and deals decisively with difficult issues. Does not avoid issues. Records actions where appropriate. * Takes personal responsibility for making things happen. * Sets and aggressively pursues ambitious and challenging goals – is clear as to what is important and has priority. * Ensures objectives are achieved, on time and within budget – ensures control and monitoring systems are in place and that these fully add value. * Persists despite setbacks and barriers. |
| **Optimizes Work Process:** Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement | * Identifies and creates the processes necessary to get work done * Separates and combines activities into efficient workflow * Designs processes and procedures that allow managing from a distance * Seeks way to improve processes, from small tweaks to complete reengineering |
| **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences | * Is effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position level * Attentively listens to others * Adjusts to fit the audience and the message * Provides timely and helpful information to others across the organization * Encourages the open expression of diverse ideas and opinions |
| **Customer Focus:** Building strong customers relationships and delivering customers-centric solutions | * Gains insight into customer needs * Identifies opportunities that benefit the customer * Builds and delivers solutions that meet customer expectations * Establishes and maintains effective customer relationships both internal and external |
| **Decision Quality:**  Making good and timely decisions that keep the organization moving forward | * Makes sound decisions even in the absence of complete information * Relies on a mixture of analysis, wisdom, experience, and judgement when making decisions * Considers all relevant factors and uses appropriate decision-making criteria and principles * Recognises when a quick 80% solution will suffice |
| **Managerial Courage:** | * Doesn’t hold back anything that needs to be said * Provides current, direct, complete, and “actionable” positive and corrective feedback to others * Let’s people know where they stand * Faces up to people problems on any person or situation (not including direct reports) quickly and directly * Is not afraid to take negative action when necessary |
| **Time Management** | * Uses her/his time effectively and efficiently * Values time * Concentrates her/his efforts on the more important priorities * Gets more done in less time than others * Can attend to a broader range of activities |
| **Te Tiriti o Waitangi and Cultural Expertise** | * Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA’s work * Applies tikanga in relevant work situations |
| **Cultural Competencies** | * Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area. |

## Other aspects of capability not covered by the above competencies

### Knowledge and Experience

| Essential | Desirable |
| --- | --- |
| * Strong WFA operational experience * Detailed understanding of Rostering SOPs * Intermediate to Advance MS Excel * Experience using Optima and D4H * Ability to work with a diverse range of people, at all levels of the organisation | * Experience in strategic workforce planning |

### Hours of work

The normal working week will beMonday to Friday; however, the nature of the duties may require work outside the normal hours from time to time.

### Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.