Tōpūtanga Tapuhi Kaitiaki o Aotearoa
NEW ZEALAND NURSES ORGANISATION

Member Support Manager
Wellington | NZNO National Office

Tōpūtanga Tapuhi Kaitiaki o Aotearoa is New Zealand's leading union and professional organisation for nurses and healthcare workers, representing more than 64,000 members.

We are seeking an experienced and highly capable Member Support Manager to lead our multidisciplinary team, comprising of our Membership Support Centre Advisers, Employment Advocates, and Medico-Legal and Employment Lawyers.

This leadership role is responsible for ensuring the delivery of timely, high-quality advice, advocacy, and representation to members. It also provides strategic and operational leadership on complex medico-legal, and employment matters.

Working closely with the team and our external providers, you will drive service excellence, strengthen our member support processes and quality, and foster a culture of continuous improvement.

You will bring:

- Proven experience leading high-performing teams in a complex environment.
- Strong knowledge of employment law and professional medico-legal regulatory frameworks and processes.
- Experience managing complex casework, including disputes, medico-legal complaints, investigations, disciplinary proceedings, and litigation.
- Exceptional leadership, communication, and stakeholder relationship management skills.
- A commitment to Te Tiriti o Waitangi, equity, diversity, inclusion, and member-centred service delivery.
- A demonstrated commitment to continuous improvement, supported by effective planning, review, and data-informed decision-making.

A legal qualification and / or significant experience in professional medico-legal and employment matters, would be advantageous. Experience within unions or health regulatory bodies would also be welcome.

This is a unique opportunity to lead a highly skilled team and make a meaningful difference for nurses, midwives, healthcare assistants, and other allied healthcare workers across Aotearoa.

Applications close 5pm Sunday 29 November 2026. Please send **both your CV and Cover Letter** to Heather Sander: heather.sander@nzno.org.nz by the closing date.