

Waikato Kindergarten Association Job Description HR Reliever Coordinator

Position Title: HR Reliever Coordinator

Reports to: Human Resources Manager

Key Internal Relationships: Waikato Kindergarten Association Staff – HR team, Head Office staff, Education Managers (EM's), Centre Managers, Head Teachers, Relievers and other staff.

Key External Relationships: Relevant system support agencies, Advertiser & Employer bodies.

Guiding Values

Whakamana	Empowering all to reach their highest potential by providing high quality
Manaakitanga	Welcoming, caring and innovative environment that treats everyone with respect and dignity.
Pono	Showing integrity by acting in ways that are fair, honest, ethical and just.
Whanaungatanga	Engaging in positive and collaborative relations

Position Purpose

As part of the HR recruitment team, this role takes primary accountability for managing the Relievers to ensure these casual staff members are capable and available to meet the needs of Centres, Kindergartens and tamariki on an ongoing basis. This includes delivery of priorities in the areas of the need for Relievers, identification and monitoring of utilisation, recruitment, induction, engagement, development, documentation, reporting and analytics, issue management, health & safety and exits. Problem solving to fill the gaps between the required staffing levels on sites and Relief staff availability is a critical success factor.

Delivery of other permanent / fixed term recruitment priorities, process and system enhancements as part of the HR service delivery to the organisation will be undertaken as part of role accountabilities.

Specific Accountabilities

Specific accountabilities for each 12-month period may be outlined separately from this job description based on current organisational priorities and performance expectations as communicated via Waikato Kindergarten Association (WKA).

Key Accountability	Primary Activities
Identify and monitor Reliever needs across the organisations	<ul style="list-style-type: none"> • Source, collate and analyse data that identifies the Reliever need across both EEW and WKA. • Consult with HR, EMs and other leaders to action solutions to meet needs. • Monitor and report on the management of Reliever strategies including organisationally relevant data, unfilled jobs, Reliever over use, gaps, development needs, costs etc. using collated data. • Forecast and recommend Reliever strategies to meet ongoing needs. • Optimise the use of Relievers to best organisational advantage.



Manage Reliever pool	<ul style="list-style-type: none"> • Work with Relievers and leaders to ensure availability of Reliever resource to meet the needs of Centre's, Kindergartens and tamariki on an ongoing basis. • Routinely check daily jobs posted and booked match the need; actively move Relievers to best match the organisational need. • Monitor the effectiveness of Relievers in their role; actively seek feedback from leaders regarding reliability, professional practice and fit for the role / site. • Problem-solve issues as they arise in a timely manner. • Liaise with EM's and HR regarding Relievers moving fixed term roles / re-entering short term Reliever availability • Work with leaders to support performance management if required.
HR General	<ul style="list-style-type: none"> • Assist the HR team as required, including general recruitment, induction, documentation, systems, data, processing and reporting • Proactively assist in the recruitment of people including advertising, phone screening, setting up / partaking in interviews, and reference checking. • Undertake safety checking tasks to ensure compliance at all times • Ensure employment documentation complies with regulatory and collective agreement requirements. • Follow up to make sure signed employment documents and required evidence are returned accurately and on time prior to commencement. • Assist with the review of employment practices and documentation across the organisation as required. • Assist with the review and updating of HR and H&S procedures. • Monitor compliance with HR and H&S procedures, highlight, advise and communicate as required to keep organisational practices in line • Highlight any areas of potential improvement, implement approved actions as required. • Contribute to the strengthening and streamlining of HR administration systems to simplify and strengthen efficiencies and effectiveness. • Provide HR metrics to assist with organisational planning, review and identification of areas for improvement. • Assist with and/or undertake HR related projects as requested.
Reliever Recruitment and Induction	<ul style="list-style-type: none"> • Undertake recruitment and induction activities, taking primary accountability for Reliever recruitment and induction • In line with approved resource needs, initiate the advertising of Reliever vacancies.



	<ul style="list-style-type: none"> • Collate Reliever applications, organize and carry out pre-screening of applicants, interview and reference check final candidates. • Ensure quality of Relievers recruited meets organisational standards. • Ensure all safety checking requirements of Ministry of Education are clearly met and documented. • Work with HR team to formerly offer employment to the successful applicants. • Ensure all employment documentation requirements are met and filed appropriately. • Liaise with Payroll to ensure all pay-related matters are delivered in a timely manner. • Plan, develop, and lead the induction online and in person for all Relievers. • Onboard Relievers in a timely and professional manner. • Assist the HR team with recruitment and induction activities for permanent and fixed term staff as requested.
Clarify Expectations of Relievers	<ul style="list-style-type: none"> • Work with leaders to understand the expectations of Relievers. • Develop and maintain and the Reliever profile based on needs. • Develop systems that make the expectations of Relievers, and their work requirements, clear. • When a Reliever does not meet expectations follow up to identify the issue/s.
Educate and empower best Reliever practice	<ul style="list-style-type: none"> • Ensure all documentation pertaining to Relievers such as the current standards of work, behaviour, JD etc. are up to date and fit for purpose. • Develop and maintain the Reliever booklet and other Sharepoint resources, Relievers procedures, Reliever portal (website), and other Reliever specific information. • Educate key operational staff on optimal use of Reliever systems and processes
Reliever Engagement	<ul style="list-style-type: none"> • Articulate strategies that provide a strong foundation for Reliever engagement in their role in this organisation • Monitor Reliever satisfaction with their roles, collect data and feedback • Recommend and drive strategies which improve Reliever engagement • Actively work to downsize Reliever turnover; identifying and putting in place strategies to retain regular capable Relievers.
Exiting Relievers	<ul style="list-style-type: none"> • Develop and maintain systems that ensure the Relieving pool is best fit (size and quality) for the organisation. • Conduct exit interviews for Relievers choosing to leave the organisation; collate data, and problem solve to minimise turnover of valuable employees.



	<ul style="list-style-type: none"> • Exit people as required, in consultation with HR team.
Reporting	<ul style="list-style-type: none"> • Collate data regarding Reliever movement, utilisation, performance, turnover, costs etc. to ensure accurate ongoing reporting for HR data and Board reports. • Analyse data for trends, patterns, and issues with a view to optimising the value of Relievers to the organisation. • Communicate Reliever information to relevant head office staff.
Reliever booking system	<ul style="list-style-type: none"> • Manage the Reliever booking system (currently Jitbug) to best advantage; problem solve system issues. • Recommend system improvements / replacements to best serve the organisation. • Teach the Reliever booking system to relevant staff across the organisation. • Implement system improvements as opportunities arise.
Enhance overall Reliever experience	<ul style="list-style-type: none"> • Continue to build the reputation of the Reliever role across the organization in positive light. • Work with cohorts of staff to ensure that the overall Reliever experience is a positive one. • Help to build a culture of value and high esteem for the work that Relievers do across the organisation.
Professionalism	<ul style="list-style-type: none"> • Ensure the organisation is represented internally, externally and online in a positive, professional, efficient and confidential manner. • A productive, organised and efficient work ethic is always displayed in furthering the needs of the organisation. • Demonstrate and foster respectful, responsive, cooperative and supportive relationships across the organisation, and any related groups such as Unions, HR peer/industry groups, whanau, agencies, external providers. • Maintain high standards of professional behaviour at all times, including actions, behaviour, and appearance in line with organisational policies, procedures, and practices. •
Health, Safety and Wellness	<ul style="list-style-type: none"> • Comply with all organisational Health and Safety (H&S) policies, procedures, and legal obligations at all times. • Actively contribute to the continuous improvement of H&S systems, processes, and practices. • Perform all duties safely, taking reasonable care for personal health and safety and that of others. • Follow all H&S standards, procedures, and safe work practices relevant to the role. • Identify hazards promptly and ensure appropriate controls are implemented and maintained.



-
- Report all incidents, accidents, near misses, and unsafe conditions in a timely manner, and support appropriate follow-up actions.
 - Maintain a clear understanding of H&S requirements, including procedures, training, documentation, and corrective actions, and apply these effectively in daily work.
 - Ensure work areas are maintained in a clean, tidy, and safe condition, including safe storage and handling of materials.
 - Attend and actively participate in all required H&S training and improvement initiatives.
 - Promote a positive safety culture and encourage practices that support employee wellbeing.
 - Monitor incidents involving relievers (or temporary staff), identify trends, and recommend or implement improvements to enhance their safety and wellbeing.
-

This Job Description is intended as a general description of the work of this position and is subject to the recognition that priorities and responsibilities may need to change to meet Waikato Kindergarten Association strategies and operations. As such, this is not a full and limited list of job responsibilities. Waikato Kindergarten Association will undertake best endeavours to agree on substantive changes to responsibilities in good faith.

