

**Reports to:** Senior HR Business Partner  
**Key relationships:** RM, AM, TAS, Reliever staff  
**Authority level:** as agreed with SHRBP



# RELIEVER POOL MANAGER

## WHY YOU'RE HERE

At BestStart, we stand up and stand out for our children, families and communities. We're leaders in the early childhood sector, we make a difference and we love what we do. We pride ourselves on being an inclusive team. We encourage our people to bring their unique selves to work. If you're passionate about making a difference, you belong here.



### WHAT YOU'LL DO

- Provide daily support to our centres across the region to best support them to source Relievers to cover shifts as and when required.
- Maintain an active reliever pool through staff sync, ensure new relievers are entered and relievers who are no longer available are terminated.
- Maintain and regularly review the current online rostering system ensuring all information is relevant, accurate and correct centres are loaded.
- Build and maintain relationships with reliever pool workers ensuring they have work when they are available and be the primary point of call i.e. respond to all queries within 24 hours.
- Strive to eliminate the requirement for us to engage with agency relievers as best as possible.
- Assist with assigning staff: Urgent 'SOS' for centres (assist filling shifts).
- Book agency if required and track usage.
- Check and sign off on end-to-end recruitment of new casual employees, both qualified and unqualified Teachers to join the existing pool whilst ensuring safety checking requirements are adhered to.
- ELMO Reliever recruiter checking process: contract checks/ safety checks/compliance.
- Creation of employment agreements and CTEs: Permanent to casual; Fixed time to casual; work assignments.
- Monitor Reliever compliance monthly and follow up on outstanding documentation i.e. Safety Checking and Post Employment Risk Assessments.
- Provide a regular summary report on activities of the Reliever Pool to your Manager and Regional Manager.
- Reliever Pool engagement: Hold RP Hui and generate newsletters.
- Monitor our ticket system and respond to assigned tickets within 24 hours.
- Intermediary to payroll | issues | queries.
- StaffSync - training to relievers and centre managers and centre admin.
- Communicate with key stakeholders: HRC/SHRBP/RM/AM/CM/RP/RPM/CA.
- Represent and promote BestStart as a great place to be!
- Any other reasonable duties as requested by management.



### HEALTH & SAFETY

- Actively promote and role model health & safety awareness.
- Complete health & safety training as required.
- Identify, report and escalate risks, health, safety and environmental hazards.  
within the workplace and take appropriate action.
- Understand and meet, any legally binding health & safety regulations relevant to the workplace.



### THE SKILLS, KNOWLEDGE AND EXPERIENCE

- Previous experience, ideally more than 12 months in a recruitment role either in an agency or in-house.
- Excellent administration abilities, accuracy, and an eye for detail.
- The ability to work across the full Microsoft office suite of programmes.
- Maintain professional and respectful relationships with colleagues, candidates and current Relievers.
- Be a fantastic communicator – you will need strong verbal and written communication skills.
- Self-motivated, innovative, reflective, and prepared to think outside the square.
- Action orientated and innovative; able to anticipate and solve problems.
- An understanding of the ECE sector would be beneficial.
- Strong organisational and time management skills that will allow you to manage a busy workload.