

JOB DESCRIPTION

BOARDING HOUSE NON-RESIDENTIAL MATRON

Reports to: Boarding House HM

Responsible to: Deputy Head Welfare

Contract: £32,141 per annum

Contracted hours: Full-time during the School's term-time

1. Role Purpose

The main responsibility of the matron is the pastoral care of the pupils. Along with the HM, the Matron is a pastoral leader helping to ensure the well-being of all pupils in the House. This includes the pupil's mental, physical and emotional well-being as well as their participation in School and House life.

2. About the role

The Matron is an integral member of the House team and the School community. The House team comprises the Housemaster/Housemistress (HM), the Assistant HM (AHM) and the Resident Tutor (RT) – who all live in the boarding House – and the Matron. Each House also has a School Nurse with an amount of time specifically assigned to the House.

A high level of skill and knowledge is required to assist in the management of Child Protection and safeguarding issues, in handling confidential personal and medical information, and in the managing of difficult situations. Appropriate training is provided to ensure Matrons remain up to date with best practice and have opportunities for continued professional development.

All pupils need the attention of their Matron, but a significant element of the role is to triage pupil needs and, where appropriate, guide pupils to more specialist support.

Matrons are part of the team responsible for upholding standards of pupils in the House and encouraging adherence to the School Values and rules. The Matron is expected to be a visible presence who will spend significant amounts of time moving around the House and working with the pupils and House team to ensure high standards are achieved and maintained. In addition, the Matron has a significant housekeeping and administrative role to ensure the house runs smoothly and is well presented.

3. Core responsibilities

Pastoral Care

The Matron's crucial role is the pastoral support of pupils, working closely with the House team, tutors, Health Centre, parents/carers, counsellors, school psychologist, Deputy Heads Welfare and Pastoral, and at times with outside agencies. This role will take the majority of time and is hard to define precisely but it takes priority over all other tasks.

The key areas of support for pupils will be:

- Mental well-being
- Physical well-being
- Emotional well-being
- General participation in School and House life

Matrons work to get to know the pupils individually and in small groups. This may include one to one meetings or working with small groups discussing pastoral issues but will generally be done during informal interactions around the house. These interactions will build knowledge of the individual pupil, their circumstances and help to nurture a professional but trusting and empathetic relationship with all pupils. By forming this relationship, the matron will be alert to the pupils with particular mental, physical or emotional difficulties and be able to identify any heightened changes in how the individual pupil is feeling or behaving. It should also reassure the pupils that they are being listened to and make them more willing to discuss personal issues.

Underpinning effective pastoral care will be good communication, and record keeping, working closely with the House team, Health Centre and school support structure. The Matron is responsible for:

- recording matters of welfare and safeguarding concern on CPOMS
- producing an electronic daily handover for members of the resident house team
- communicating with parents / guardians by email, on the phone, and in person, as needed and in accordance with School policies, to provide updates on pupil welfare

The Matron is generally the first port of contact for pupils who feel unwell, who need emotional support or have any other issues throughout the day. The Matron will identify the issue and either deal with it in House or refer on to the most appropriate school support structure.

Medical

The Matron is responsible for:

- administering over the counter medication and supervising the use of prescribed medication
- recording information on dispensed medication on the School's IT system
- liaising with pupils, parents and the Health Centre regarding prescription medication and will order repeat prescriptions
- unwell pupils who need to be in bed will normally go to the Health Centre but there may be occasions when they need to remain in House. The Matron will then support and care for them
- working with the House Nurse to develop and update pupil care plans and risk assessments
- where required
- overseeing the booking of physiotherapy, GP and other health appointments in collaboration with the Health Centre, including arranging transport when necessary
- liaising with parents and the Health Centre regarding routine and emergency medical and pastoral appointments

Parents or the School's Accompanying Adults are expected to accompany pupils to appointments but, in certain situations, Matrons may be required to take their place.

Housekeeping

It is critical that boarding Houses are well run both for the functioning of the School and the pastoral

needs of the pupils. Matrons, along with HMs, are at the forefront of the smooth running of the House.

Key areas are:

Cleanliness

The Matron is responsible for:

- in collaboration with the HM, the cleanliness of the boarding House
- reporting areas that require special attention to the Domestic Services Manager or Domestic Services Supervisor
- reporting if there are areas of the House that are not being properly cleaned to the Domestic Services Manager or Domestic Services Supervisor
- monitoring the tidiness of all areas in the house to ensure the cleaners can perform their duties, dealing with any issues that arise or reporting to the HM as necessary
- ensuring that the House is empty of pupil belongings at the end of term, in preparation for the House to be let out or for the start of the next term
- ensuring the security of belongings of overseas pupils stored in the House outside of term

Liaison with Maintenance and Logistics teams

The Matron is responsible for:

- reporting routine and emergency maintenance issues to the maintenance team and ensuring the jobs are completed in reasonable time
- liaising with maintenance staff on their arrival in house and ensuring their compliance with safeguarding procedures
- elevating long term or critical issues to the maintenance manager
- liaising with the Logistics team regarding the delivery and collection of items to and from the House
- reporting IT problems to the IT Helpdesk
- completing health and safety weekly checks regarding fire and risk, and reporting them on the School's IT systems as directed by the Health and Safety officer.
- filling in incident forms for accidents that occur during working hours.
- Checking all rooms at the beginning and end of term, reporting all faults, and arranging for damaged items to be collected and replaced

Clothing & Laundry

The Matron is responsible for:

overseeing the dispatch of items to the School's Laundry and clothing sent for dry cleaning. The receipt of items from the School's Laundry is the responsibility of the Cleaning department, however the Matron is ultimately responsible for overseeing this.

- sorting any unnamed laundry
- carrying out minor repairs to pupils' clothing and collecting and identifying (where possible) clothing found in the House
- managing donated and second-hand uniform, kit and lost property
- making sure that pupils are correctly dressed for school

Catering and events

The Matron is responsible for:

- liaison with the Catering department to organise food deliveries to the House for in-house

- breakfast, break-time snacks for pupils, and house teas
- reporting pupil dietary requirements for events and school activities
- purchasing and preparing snacks for break times and house activities from external suppliers
- assisting the HM in organizing house events

When the School is closing

The Matron is expected to be part of securing the boarding house which involves closing windows, turning off electrical devices and lights and generally ensuring that the House is safe before the HM locks the main doors. The ultimate responsibility for the House security lies with the HM.

General Administrative support for the House

The Matron should use Microsoft Word, Excel, Teams and Outlook to carry out administrative tasks and is required to use the School's iSAMS/LogIt/Socs/CPOMS database. Administrative tasks include:

- registration - daily electronic logging of pupil attendance and whereabouts and follow up on any unaccounted-for pupils in accordance with the School's procedures
- following up any absences from lessons, games and extracurricular activities
- CSV (Child Sponsored Visa) whereabouts – making sure the appropriate details are logged for CSV visa holders and the whereabouts/travel plans of all pupils are known when leaving the School
- other pupil whereabouts – request and collate appropriate whereabouts and travel plans of all pupils leaving the School
- travel arrangements – assist pupils with making travel arrangements to and from the School for appointments, weekends and school holidays
- handover – ensure a detailed electronic daily handover is sent to the House team on leaving work each day informing them of medical and pastoral issues as well as any other relevant information
- taking minutes from House meetings and reporting key issues to the Deputy Head Welfare/Safeguarding Lead via CPOMS
- Assisting the HM to develop care plans and pupil risk assessments making sure notice boards are updated regularly and notices put up daily
- maintaining an accurate record of house charges for items bought for pupils, such as sanitary products and mouth guards
- assisting with termly room allocations and the naming of rooms and pigeon holes
- general administration - assisting the HM with correspondence, emails and the organisation of House events
- sorting post and packages arriving to the boarding house
- ordering sundry supplies for the House e.g. stationary

Meetings

Regular meetings are:

- weekly with other Matrons and the Deputy Head Welfare
- once a week with the House nurse to discuss medical and welfare issues concerning pupils in the House
- at least once a fortnight with the HM, AHM, RT and House nurse to discuss medical and pastoral issues concerning pupils in the House
- pastoral case conferences as appropriate
- House Tutor meetings as appropriate

- Ad hoc training/discussion organised by the Deputy Head Welfare Health Centre or others
- Other meetings may be organized on an ad hoc basis.

Cover

In exceptional circumstances Matrons will provide cover for Matrons of other boarding houses during absences.

Other Duties

- Matrons attend lunch with the house during the week, in line with School routines.
- Other responsibilities, duties and opportunities may be agreed with the HM. Although not formally part of the job description, Matrons are very welcome to attend House run events, for example, plays, concerts, fund raising events and parties or pastoral evenings.
The circumstances of our boarding Houses differ and there is a need for flexibility. Day to day working practice should be agreed with the HM, under the direction of the Deputy Head Welfare. Consistency across houses is an important part of pupil experience and all core responsibilities detailed above are carried out across all Houses
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified. You may be therefore required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of the School.
- This job specification is current at the date shown. It will be reviewed every 3 years by the Bursar to ensure that it remains current. T School reserves the right to make reasonable changes.

4. Knowledge, Skills, Experience and Personal Attributes

Qualifications

5 GCSE (or equivalent) passes including Maths and English	Essential
Educated to GCE "A" Level (or equivalent)	Desirable
First Aid qualification and a full driving license	Desirable

Knowledge and understanding

The ability to offer a high level of pastoral care	Essential
Good spoken and written English and the ability to communicate both in writing and verbally with a wide range of people	Essential
An empathy for, and understanding of, young people	Essential
An understanding of special education needs of pupils	Desirable
An understanding of pupil wellbeing within a Boarding House including food allergy management and medicine management.	Desirable

Skills

Strong listening skills	Essential
Ability to work well as part of a team and show autonomously and to show initiative	Essential

IT Literacy, with a good level of competence in Microsoft Excel, Word, Outlook and a willingness to be trained in the School's IT systems	Essential
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Experience

Previous experience as a Matron, Nurse or similar in a boarding House	Desirable
Experience of working in an educational and/or medical environment and of working with teenagers	Desirable
Experience of working in an administrative role	Desirable

Personal attributes

Commitment to safeguarding children and young people	Essential
Commitment to continuous professional development	Essential
Willingness to commit to the School's aims and values	Essential
Commitment to equality, diversity and inclusion and understanding how this applies to the role	Essential
Enthusiasm, the ability to motivate pupils and a sensitive and supportive approach	Essential
Flexibility and the ability to work calmly and quickly under pressure	Essential
Resourcefulness and the ability to multitask and prioritise	Essential
A good sense of humour with emotional resilience	Essential
Discretion and the ability to maintain confidentiality	Essential
Willingness to work within the School's Child Protection guidance for staff and follow relevant organisational procedures	Essential

5. Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families, or to the general business of the School, and they are required to exercise due consideration in the way in which they use such information. A strict code of confidentiality must always be respected and followed. The School is registered as a Data Controller with the Information Commissioner's Office (ICO) for the purposes of UK General Data Protection Regulation (UK GDPR) and staff must not at any time use the personal data held by the School or disclose such data to a third party. Staff should not act in any way which might be prejudicial to the School's interests.

6. Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must receive enhanced clearance from the Disclosure and Barring Service.

7. Health and Safety

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others. Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

8. Locations

Matrons may be required to work in a variety of areas around the School. Allocated working areas will be varied from time to time, in accordance with the School's operational needs.

9. Hours and weeks of work

Hours of work are 42.5 per week on Monday to Friday during terms (8 am to 5 pm daily, less a break of one hour of which 30 minutes will be paid and 30 minutes unpaid).

In addition, the Matron is required to work every Saturday morning when pupils are in School, between 8am and 1pm.

When School finishes at lunchtime on leave weekends, half terms and holidays, Matrons must liaise with the HM to ensure the House is secured and the last pupil has left.

On the first day of each term (usually a Monday) Matrons are expected to be in School from 10am to 8pm on the day the boarders or the new Shells arrive.

At the start of the Autumn term Matrons are expected to be in School for an additional two days before School starts (usually the Thursday and the Friday) and one day before the Spring and Summer terms.

Matrons are expected to work for one day after the end of term.

Other events Matrons are required to attend are the new Shell teas on a Sunday in June and one evening House event each year. If required to attend other events, overtime will be granted. This must be approved by the Deputy Head Welfare and the Bursar in advance.

Bank holidays that fall in term-time will be a typical working day in which there are two options:

1. Payment will be received in the form of overtime in the relevant Payroll month (one extra full day's pay).
2. Matrons will be given the opportunity to take a day off in lieu within 12 months of the Bank Holiday.

This results in a total of approximately 35.4 worked weeks (Mondays to Fridays) per year. The number of worked Saturdays is reduced by leave weekends and exeats and will be approximately 25 per year.

10. Pension

The role is eligible for membership of the School's pension scheme for support staff. This is a defined contribution pension scheme offering the following three tiers:

	Employee contribution rate (‘You’)	Employer contribution rate (St Edward’s School)
Tier 1	5%	8%
Tier 2	7%	10%
Tier 3	9%	12%