

JOB DESCRIPTION

Matron



DEPARTMENT	Boarding House
REPORTS TO	House Master
RESPONSIBLE FOR	In-House Cleaning Supervisor and Cleaners, and boarding House Laundry Assistant
WORKING PATTERN	Term time (33 weeks per year) fully residential with one 24-hour period plus one six-hour period off per week. Additionally, a number of days must be worked before the beginning of each term and after the end of each term (the section below referring to hours of work will give full details).
ISSUE/REVISION DATE	November 2022

BACKGROUND

Harrow School is one of the world's most famous schools. Founded in 1572 by a local yeoman farmer, John Lyon, under a Royal Charter granted by Queen Elizabeth I, it is located on a 324-acre estate encompassing much of Harrow on the Hill in north-west London. Around 840 boys aged 13 to 18, who come from all over Britain and across the world, live in the School's 12 boarding Houses, and there are about 120 teaching staff and over 500 non-teaching staff.

The Matron role at Harrow School is of significant importance, having live-in responsibility for the health and welfare of the boys and for the smooth running of the House's domestic arrangements. Matrons play a key role in assisting the House Master in creating a happy and well-ordered atmosphere throughout the House. Please note that the Matron role is not restricted to females. We welcome applications from males as well as females.

THE ROLE

The Matron plays a significant role in ensuring the smooth running of the boarding House and establishing a safe happy environment for the boys in their care. Together with the House Master and Assistant House Master, the Matron is responsible for the pastoral care of the boys in the House.

KEY RESPONSIBILITIES AND DUTIES

This job description reflects the core activities of the role and is subject to change as the department and the post-holder develop. The School expects that the post-holder will recognise this and will adopt a flexible approach to work. In addition, the post-holder will be expected to undertake such other duties within the scope of the role as may be required by the line manager.

Pastoral care

- Provide a high level of pastoral care for individual boys through direct interest and personal support, and through interaction and communication with the House Master and the rest of the House team.
- Participate, facilitate and contribute to the various routines of the House that seek to promote the boys' wellbeing and social and academic development. Consequently, the Matron is expected to attend lunch with their House, as well as sports competitions, concerts and Songs, to help with House plays and assist the House Master on social occasions and in entertaining pupils. Being an integral part of social events in the life of the boys will form part of the Matron's daily life. For the better performance of their duty, Matrons have self-contained living accommodation in the boarding House and are required to reside there for the duration of their contract.
- Although the role is not primarily a disciplinary one, the Matron must uphold the authority of the House Master, the School and the application of the School's rules and policies, with which they should be well acquainted. The Matron plays a crucial part in ensuring continuous adult supervision and monitoring of the boys.
- Promote and safeguard the boys' welfare as well as that of any other children with whom the Matron comes into contact, adhering to the School's safeguarding procedures and processes at all times. Any concerns regarding actual or potential risks will be reported in line with the School's policies.
- Establish, develop and sustain close relationships and good communication with parents.
- Provide cover for the "Twin Matron" where necessary.
- Co-ordinate boys' travel arrangements to and from School, for example ordering taxis on account from approved firms to or from airports or mainline railway stations. Flights, passports and visas are the responsibility of the parents.
- The Matron reports to the House Master on all matters regarding the welfare and wellbeing of the boys in their House.

Health care

- Care for boys who are unwell, injured or have health or medical problems, and have contact with the School Medical Centre and School doctors, referring, consulting and communicating as necessary while keeping the House Master, Assistant House Master and the boys' parents closely informed.
- Remain available for boys to discuss medical and other matters in confidence.
- Accompany individual boys to the School Medical Centre, hospital or to specialist emergency or routine appointments, liaising as necessary with, and sometimes between, consultants, the School Medical Centre and parents.
- Carry out daily surgeries and administer non-prescription and prescribed medication in line with the School's protocols and policies, and as advised by the School's doctors, nurses and external consultants/doctors. The Matron remains on call at all times during working hours for boys who are ill, injured or in need of help. The Matron may administer first aid and should be in possession of a first-aid qualification. If necessary, the School provides relevant training and re-qualification.
- Provide a first-aid presence at House matches during School and House sports afternoons, either individually or in co-ordination with other Matrons.

Dress and hygiene, housekeeping and domestic duties

- Work with the House Master and Assistant House Master to ensure the smooth running of the boarding House.
- Support the House Master in ensuring a consistently high standard of boys' dress, by organising uniform checks and supervising all laundry, which is undertaken by the School's Laundry Department, and ensuring a good state of repair including the naming of clothing and repairing or replacement of worn-out items.
- Supervise the personal hygiene and appearance of the boys, as well as the tidiness and cleanliness of their rooms and facilities.

- Promote the practical aspect of developing good self-care habits in the boys. The Matron must have a current food hygiene qualification and the School will arrange training for this if necessary.

Management of domestic staff and housekeeping

- Responsible for managing the work of a team of cleaners. Each House has a Cleaning Supervisor who manages the daily duties of the cleaning team and reports to the Matron.
- Work closely with the Cleaning Manager and the Head of Facilities in the recruitment, induction and training of cleaners.
- Oversee domestic arrangements at the beginning and end of each term (see section referring to hours of work for exact number of days when the Matron is required to be on the Hill outside term time).

Maintenance

- Check on any damages and breakages that may have occurred and submit requisitions for minor repairs to the Estates Department.
- Co-ordinate with the House Master any necessary repairs and improvements to the furnishing, furniture and fabric of the House.

Compliance

- Understand and follow the School's health and safety policies and practices as they relate to boarding Houses and assist the House Master in implementing them in preparation for House audits by the Health and Safety Manager. The fabric of the House is routinely risk assessed; cleaners should be kept up to date on COSHH regulations through the Cleaning Manager, and training in standard operating procedures should be organised through the Health and Safety Manager.
- The provision made by the School for the welfare of boarders is regularly inspected by the Independent Schools Inspectorate (ISI). Matrons play a vital part in implementing and exceeding the requirements of the National Minimum Boarding Standards, and the Matron should be aware of these.

Hours of work, time off and holidays

- It is not possible to lay down specific hours of work to cover emergencies, such as a boy's illness during the night, but in general a Matron is expected to be available to deal with both routine matters and emergencies as they arise. There will be times of significant activity and pressure as well as times that are less busy.
- For the purpose of providing cover on days off and standing in to take boys to hospital in an emergency or for a routine appointment, each Matron is "twinned" with a colleague from a House situated geographically close by. Further cover is provided by the Support Matrons.
- A period of 24 hours off duty each week is granted during term time, as well as a further period of six hours. All Matrons are on duty over weekends during term time.
- It is the Matron's responsibility to ensure effective cover and handover of paperwork and any other administration for her periods off duty.
- Matrons are required to oversee domestic arrangements at the beginning and end of each term. As a rule, Matrons will be required to work five days at the end of the Summer term and five days at the beginning of the Autumn term to prepare for the arrival of the boys. In addition to this, there is a requirement for Matrons to work three days at the end of the Autumn and Spring terms and at the beginning of the Spring and Summer terms. The period varies and can be used for overseeing cleaning and maintenance as well as for professional development and training.

Training

The Matron will have access to the necessary training to fulfil the role to the best of their ability and should keep up to date with current legislation i.e. Boarding Schools NMS, KCSIE etc. and take part in continuous professional development throughout the year in order to share best practice.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Safeguarding and Child Protection policies and procedures at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the School s/he must report any concerns to his/her line manager or the School's Safeguarding Lead.

This position is subject to an enhanced check with the Disclosure and Barring Service in the event of a successful application. Copies of the School's Code of Practice and Policy on the Recruitment of Ex-Offenders is available from the HR Team. It is an offence to apply for the role if the applicant is barred from engaging in regulated activity relevant to children.

PERSON SPECIFICATION – Matron

QUALIFICATIONS, EDUCATION AND TRAINING

ESSENTIAL

- First aid certificate (can be arranged at Harrow);
- Food hygiene certificate (can be arranged at Harrow);
- COSHH training (can be arranged at Harrow)
- Auto-injector (Epi-pen) training (can be provided by the School Medical Centre).

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- General administration experience, ideally gained within an office or school environment
- Working as part of a team;
- Working unsupervised and on own initiative.

DESIRABLE

- Working with young people;
- Managing a team.

SKILLS AND ABILITIES

ESSENTIAL

- Good oral and written communication skills;
- Good eye for detail;
- Ability to work well within a team;
- Ability to build good working relationships with staff and boys;
- Ability to work quickly and calmly under pressure;
- Ability to prioritise and manage own work;
- Ability to respond quickly to an emergency;
- Proficient and confident in the use of IT including email.

DESIRABLE

- Basic first aid skills.

PERSONAL ATTRIBUTES

- Ability to develop and maintain within the House a culture of mutual respect with teenage boys;
- Highly organised;
- Emotionally resilient;
- Able to deal calmly with various minor injuries and first aid matters;
- Physical stamina – this role requires the post holder to be ‘on the go’ for long periods of time;
- A caring disposition and an empathy with and understanding of young people;
- High level of discretion;
- Patient, unflappable, flexible and adaptable;

- Enthusiastic with a good sense of humour;
- Able to promote and maintain good relationships with parents.

OTHER REQUIREMENTS

- Full driving licence held for at least six months;
- Own car.

SCHOOL VALUES AND BEHAVIOURS

All staff are expected to conduct themselves in line with the School's values which are: **Courage, Honour, Humility** and **Fellowship**. While the School's values set out what matters most to us, the behaviours below are intended as a shared set of expectations to refer to, and standards to aspire to, in our dealings with others. They are the practical application of our values.

COURAGE

- We remain optimistic and purposeful in a disrupted world.
- We take responsibility for our decisions, even the hard ones.
- We always challenge poor behaviour in ourselves and others.
We are open to new ideas, and seek fresh challenges.

HONOUR

- We keep our promises.
- We act with integrity – doing the right thing, even when it is difficult or when no one is watching.
- We respect and value our traditions whilst setting them in the context of today.

HUMILITY

- We work hard to serve others within the School and across our wider communities where possible putting their interests before our own.
- We give and seek honest and appropriate feedback, reflect on our failures and learn from them.
- We support each other through challenges and whatever the outcome, we celebrate those that took part.

FELLOWSHIP

- We respect each other and value our differences, knowing that we are more effective and more resilient working together.
- We are kind and inclusive; we value the contribution that each of us makes.
- We role model the behaviours that we would like to see in others; we ask only of others what we would be prepared to do ourselves.