



LEIGHTON PARK
FOUNDED 1890

JOB DESCRIPTION – 2023

Job Title:	Boarding Experience Manager
Reports to:	Deputy Head Pastoral Housemaster/mistress (HM)
Department:	Pastoral / Boarding
Hours per week:	Monday to Friday 8:00am – 5:00pm, totalling 40 hours per week, 38 weeks per year. The Boarding Experience Manager will work term time plus an additional 3 weeks to ensure the house is ready for the start and end of each term, and up to 3 weekend days throughout the year to support family and student experience events and marketing of the house.
Key Working Relationships	Deputy Head Pastoral Deputy Head Housemaster/mistress (HM) Deputy HM Senior Resident Tutor Resident Tutors Domestic Manager Domestic Staff and Handymen House Prefects Boarding Students Parents and Guardians
Job Summary	<p>The Boarding Experience Manager will form part of a close team; supporting their Housemaster/mistress (HM) and Deputy Housemaster/mistress (DHM) and other key House Staff, and contribute to the supervision and care of full, weekly and flexi boarders.</p> <p>They will be an empathetic and proactive person who forms a strong presence in the House during the day. They are the point of contact for the House staff, students, parents and guardians. As well as assisting with and contributing to the supervision and care of the boarders, they will play an instrumental part in developing a high-quality student and parental experience. They will have the necessary skills to market the house, working closely with the Admissions Department on recruitment and retention of Boarding Students, whilst also providing appropriate administrative support to ensure the smooth running of the House, including the effective management of arrivals and departures of students.</p> <p>They will report to the HM for day-to-day line management and ultimately is accountable to the Deputy Head Pastoral. Other members of the House Team comprise of the HM, DHM, a Senior Resident Tutor (SRT), and 2 Resident Tutors.</p>

Duties and Responsibilities

To work with the HM to ensure that the House reaches and exceeds the strategic aims for pastoral care and boarding at Leighton Park. Working with the HM to:

- To manage positive student experiences in boarding.
- To manage safeguarding issues in the House, liaising with the Designated Safeguarding Team, external agencies and attending Team around the Child meetings, as and when required.
- Work closely with the Health Centre and Senior Nurse in order to manage medicine, and any external Health appointments.
- Work with the House Team to create and maintain a happy, safe, homely environment which is conducive to the students feeling at ease and being able to live and work happily in the house.
- Work with the House Team to foster an environment where students can talk honestly about their feelings, fears, and aspirations thus helping them develop a respect for themselves and for others in line with the School's vision and values.

Boarding Experience Manager's Responsibilities

- Maintain excellent levels of communication with parents, guardians and staff. To be customer focused, giving high quality care at all times.
- To be responsible to the HM by supporting with the smooth running of the house, particularly during the school day, and to keep them fully informed on all significant matters.
- To assist the HM throughout the school term in the day to day management of the House.
- Take a full part in the day supervision of the House, during the morning, break time and lunchtime and afterschool.
- Facilitate regular meetings with students and key staff in order to help plan positive experiences for students and families within the House.
- Work closely with the operational and maintenance teams to undertake full domestic and maintenance checks.

General House Administration

- Ensure a high standard of cleanliness and presentation of the Boarding House is maintained and the protocols on house presentation are observed.
- To be familiar with contents of the House Handbook and understand the aims and objectives of boarding in the House, and the principles on which community life in the House is based
- To act as the co-ordinator of information coming into the House – in particular to check regularly the House email, mobile and voicemail and to pass on messages as required to the HM and other members of the House team or other appropriate staff.
- To be responsible for the ordering, receiving and storing of food supplies from Oakview and assist with provision of snacks. To bake treats if times permits.
- End of term routines:
 - To be responsible, with the Housemaster and other staff in the House Team, for supervising the students end of term packing and ensuring that storage arrangements for students' belongings have been completed as necessary
 - At the end of each term to assist with the clearing up of the house in preparation for the holiday (liaising with the Domestic Manager to organise the cleaning of the house); to check on all furniture, fixtures and fittings, furnishings and decoration and prepare a list of defects for submission to the HM, Domestic

Manager, Estates Manager and Deputy Head.

- To provide assistance to the Events and Lettings Manager with regards to lettings and the use of the House by third parties, during the holidays, ensuring that the House is cleared at the end of each term ready for use by any external lets
- At the end of each holiday, to ensure that agreed maintenance has been completed and that the House is ready for return of students, communicating with the HM appropriately
- Review linens used in the Boarding House at the end of each term
- To support with any other administrative tasks that the HM delegates.

Regulations, Safeguarding and Compliance

- Under the direction of the Deputy Head and HM, work to ensure the National Minimum Boarding Standards and other compliance and regulatory matters are met within the House
- To understand the implications of the National Minimum Boarding Standards and ISI inspection framework for welfare and pastoral care in the House
- Uphold the highest standards of behaviour and conduct as detailed in the Staff Code of Conduct
- To take part in whole school INSET and other appropriate training as required
- To support the School's disciplinary policy and foster an acceptance of the code of conduct of the House and school; to inform the HM in any case of severe bullying, substance misuse or sexual conduct and maintain records of such events.
- To attend House and line management meetings when required.

Health, Safety and Medical

- To be responsible for the general health and well-being of those in the House, holding daily 'queues' at appropriate times and to administer any medication in accordance with the school's medical protocol in liaison with the Health Centre nurses.
- To respond appropriately to medical emergencies
- To escort students to medical, dental or other appointments as necessary and be available to take students to hospital in an emergency
- To attend to any sick students in bed in the House and inform the HM, Health Centre and Student Services of their absence
- Working with the House team to be aware of and support students with mental health issues. This sometimes may include taking caseload responsibility for particular students and liaising with parents, guardians and external agencies, as appropriate.
- To ensure that appropriate student records are kept up to date and that they are stored securely in accordance with the GDPR and the School's procedure on confidentiality to be found in the Staff and House Manager's Handbook; to liaise with School medical staff and School Counsellor as appropriate, in order to share any health or medical concerns
- In liaison with the HM and Health and Safety Adviser, assist with fire practices in accordance with the School's policies and assist with the maintenance of a record of fire practices.
- Ensure the safety of student and house staff by maintaining accurate records, dealing appropriately with hazards and reporting any concerns promptly.

Pastoral Responsibilities

- To help implement current pastoral care programmes where needed
- To be responsible (with the HM) for the care, supervision, cleanliness and presentation of students who are members of the House, co-ordinating and liaising with other boarding staff as necessary.
- Fostering and encouraging an “open door” approach to running and managing the house to reflect positive family values and relationships which is a “home from home experience”
- To ensure the students’ safety and to promote all aspects of their pastoral, social, spiritual and behavioural wellbeing and to always have the best interests of the students at heart
- To ensure that the Designated Safeguarding Lead and any other appropriate authorities are informed of concerns in a manner which affords the student dignity and privacy
- To act as a link between parents, students and teaching staff (to include the school medical team etc), and to be one of the parents’ initial points of contact. Communicating with parents on a regular basis.
- Ensure an outstanding welcoming relationship with Boarder families.
- Verbal and written correspondence from Parents and Guardians is responded to in a professional and timely manner
- To use every opportunity to cultivate an outstanding boarding family experience, contacting and communicating with parents, to ensure that they are fully informed about their child’s progress and welfare; to ensure that family incidents and problems are brought to the attention of those who need to know.
- To maximise students’ personal safety and security and the security of their possessions
- Helping students with their own personal experience in the boarding House.
- Supervising sixth form students in the day
- To be readily accessible to students at all reasonable times
- To manage and book flexi boarders’ overnight stays
- To consider the diversity of boarders at all times
- To contribute to the Induction Programme for new students joining the House, to ensure that any settling in problems are resolved quickly.

Administration and Record Keeping

- To manage and oversee the REACH boarding software at a house level, ensuring that student records are accurate and details for leave are recorded appropriately in liaison with parents and students.
- To manage, update and keep records where appropriate under the delegated responsibility of the HM.
- To manage exeat and end of term arrangement and travel details for all boarding students in the house, booking transport and transfers where required.
- To assist in the management of the signing in and out process, handover logs, exeat and leave requests etc
- To maintain house noticeboards and the publication and updating of official notices
- Ensure accurate and up to date records are kept on all students in the house.

Daily routines and supervision of students

- To understand the School dress code and clothing requirements of students, and to ensure that boarders have all the items they require; to be responsible for the good standard of clothing of boarding

students, arranging for clothing to be sent to and returned from the laundry; arranging for appropriate repair of clothing when necessary

- Monitoring communal areas of the House during the day
- Inform the HM of student breaches of discipline or good conduct and maintain records of these.
- In association with the Domestic Manager ensure that allocated domestic staff are tasked appropriately and working consistently
- Liaise with the Domestic Manager and Health Centre to ensure adequate supplies of cleaning and domestic materials and medical equipment, and to make adequate provision for their safe storage
- To support the effective and thorough induction of new students
- Assisting with “soft furnishings” etc. – house décor, posters, picture frames etc

Co-Curricular Activities

- Help organise whole house outings and events to promote student experience in the house for borders.
- Assist with, and be a presence at, whole house events, such as Parents’ Teas, Music for a Summer’s Evening, Christmas Concerts, Annual Open Morning etc.
- Wherever possible to support students performing in concerts, plays, matches etc.

Other

The above is only an outline of the tasks and responsibilities of the role. The post holder will carry out any other duties as may be reasonably required by his/her line manager.

The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the department and School.

This job description and accompanying documentation do not form part of the employment contract.

Terms and Conditions of Service

The post holder will be required to comply with all policies and procedures issued by and on behalf of the School.

The post holder will be required to participate in the School appraisal procedures as an appraisee and if applicable, as an appraiser.

It is a business requirement of the School that the postholder in School for five days per week.

The post holder will be required to attend statutory and mandatory training.

Safeguarding and Child Protection

It is the post holder’s responsibility for promoting and safeguarding the welfare of children. You will comply with Leighton Park’s Safeguarding and Child Protection Policy and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children. This post is classed as being in regulated activity.

Information Security, Confidentiality and Data Protection

During the course of employment, the post holder may have access to, see or hear information of a confidential nature and he/she will be required not to disclose such information. All person identification information must be held in the strictest confidence and should be disclosed only to authorised people in

accordance with the Data Protection Act 1998, unless explicit written consent has been given by the person identified.

Equal Opportunities

The post holder must comply with and promote Equal Opportunities and avoid any behaviour which discriminates against others on the grounds of sex, disability, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion, political opinion, trade union membership.

Health and Safety

Under the Health & Safety at Work Act 1974, it is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their own acts at work. This includes co-operating with the School and colleagues in complying with Health and Safety obligations to maintain a safe environment.