



JOB DESCRIPTION

Job Title:	Matron	Reports to	Matron Manager
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Purpose of the Position:

The Matron manages the domestic standards within a boarding house and supports the Housemaster or Housemistress and residential staff to provide a safe, nurturing and well-organised environment for pupils. The role combines leadership of the house domestic team with practical housekeeping, pastoral, health and wellbeing, administrative and safety responsibilities, contributing to pupils' independence, wellbeing and daily experience of boarding life at Wellington College.

Departmental Information

Domestic Services is essential to the smooth running of the College, ensuring that College areas are cleaned, maintained safely and presented to a high standard. The department includes Cleaning, Housekeeping, House Matron, Laundry and Logistical Services colleagues.

The Matron works within a boarding-house environment, collaborating closely with house staff, the Domestic Services team, the Health Centre and parents where appropriate. The role supports seven-day-a-week boarding provision and may include attendance at specified College and house events outside normal working hours.

Main Tasks and Responsibilities:

Household Leadership and Communication

- Lead and line-manage the house domestic team, promoting engagement, clear standards and effective teamwork.
- Coordinate weekend rotas with the Housekeeper at least half a term in advance to ensure appropriate coverage.
- Hold daily huddles and weekly meetings with the house housekeeping team to communicate priorities and maintain service standards.
- Maintain effective communication with the Housemaster or Housemistress through daily handovers, regular meetings and OneNote, and attend house team meetings.

Pupil Care, Health and Wellbeing

- Provide high-quality pastoral care for pupils while on duty, helping to maintain a safe, nurturing environment that encourages independent living.
- Support College staff in ensuring that pupils' appearance complies with College uniform guidelines.
- Issue non-prescription medicines and authorised prescribed or controlled medicines in accordance with College procedures, referring pupils to the Health Centre when required.
- Check weekly that medicines held in the house medical cabinet are in date and accurately accounted for.
- Maintain approved first-aid equipment for house staff, administer basic first aid where required and liaise effectively with the Health Centre on medical and health-related matters.
- Liaise with parents by email or telephone where appropriate and in accordance with agreed house arrangements.

Housekeeping and Laundry

- Manage the collection, return and sorting of pupils' laundry and bed linen, ensuring that in-house laundry provision is fully serviced and operating effectively.
- Ensure that house and pupil clothing is clearly marked or labelled, and repair pupil clothing where necessary or liaise with the College seamstress.
- Maintain accurate records of items sent to laundry and external dry cleaning.
- Replenish cleaning materials and equipment stock under the guidance of the Domestic Services Department.
- Maintain domestic standards within the boarding house in line with College requirements.

Administration and Systems

- Support the Housemaster or Housemistress with agreed house administration, through mutual discussion and under the oversight of the Deputy Head (Pastoral & Wellbeing) and Support Manager – House Matrons.
- Complete and file domestic administrative audits, including cleaning audits, fridge temperature monitoring charts, window restrictor sheets and electrical checks.

- Complete overtime and timesheets accurately and submit them to the Domestic Services Support Manager.
- Use College ICT systems confidently for email communication and record maintenance requests on the College Collegiate System.
- Input information accurately and use iSAMS, the College academic database, in accordance with College procedures.

Health, Safety and Site Security

- Monitor fire detection and firefighting equipment and report faults urgently, applying fire-training knowledge and basic understanding of firefighting equipment.
- Monitor access for College visitors and contractors, ensuring that house signing-in and signing-out records are maintained effectively.
- Provide basic health and safety guidance to boarding-house staff on fire prevention, evacuation, daily tasks and cleaning specifications, as appropriate.
- Attend training identified by Domestic Services, the Deputy Head (Pastoral & Wellbeing) or the Housemaster or Housemistress, including the College induction programme.

College Community and Professional Development

- Attend College events, including Speech Day and Open Houses mornings, and house social events such as the Summer BBQ, when required outside normal working hours.
- Work collaboratively with residential staff and relevant College colleagues to meet the wellbeing and operational needs of the boarding house.
- Undertake continuing professional development relevant to domestic services, boarding pastoral care, health and safety and safeguarding.

Person Specification – Knowledge and Experience

Essential

- General secondary education.
- Well-developed English language skills, sufficient to communicate clearly in writing and verbally with pupils, parents and colleagues.

Desirable

- Awareness of safeguarding requirements and good practice in an educational setting.
- Experience of working with adolescent children in an educational setting.
- Experience of working in a boarding-school environment.
- Experience of using iSAMS.
- Experience of supporting food allergies, special diets and labelling requirements.
- Knowledge of COSHH procedures in an educational setting.
- A Food Hygiene Certificate.
- A Basic First Aid Certificate.
- EduCare induction to boarding.
- A full valid driving licence.

Skills and Personal Qualities

- Communicate clearly, sensitively and professionally with pupils, parents, house staff, College colleagues, visitors and contractors.
- Build positive, professional and appropriate relationships with pupils while maintaining clear safeguarding boundaries.
- Organise competing domestic, pastoral, administrative and health-related priorities accurately in a busy boarding-house environment.
- Lead and engage a domestic team, setting clear expectations and supporting colleagues to work towards shared standards.
- Exercise tact, discretion and sound judgement when handling sensitive pupil, medical and household information.
- Remain calm, practical and professional when responding to pupil wellbeing needs, urgent maintenance issues or changing priorities.
- Work independently using initiative while recognising when matters require advice, approval or escalation.
- Maintain high standards of accuracy and attention to detail in records, audits, medication checks and domestic provision.

- Demonstrate a practical approach to maintaining a safe, well-presented and effectively functioning boarding house.
- Demonstrate flexibility to support the seven-day boarding community and attend required College and house events.
- Model the College values of kindness, integrity, respect, responsibility and courage, alongside professional ambition and curiosity.
- Emphasise the Matron's central role in creating a welcoming, well-organised House that feels like a genuine home from home.
- Add responsibility for proactive liaison with parents, tutors and pastoral colleagues to ensure each pupil's health, wellbeing and individual needs are understood.
- Specify the need to maintain accurate medical, safeguarding and welfare records, escalating concerns promptly and professionally.
- Seek a calm, compassionate and highly organised colleague who embodies Wellington's values of Kindness, Courage, Respect, Integrity and Responsibility.

The College reserves the right to amend the duties and responsibilities of this role to meet operational requirements. In exceptional circumstances, the post holder may be asked to undertake other duties of a similar nature to support workload peaks or staff shortages, with consideration given to their skills and capacity. Any changes will be communicated clearly and implemented fairly.

The College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All appointments are subject to satisfactory references, an enhanced DBS check, and compliance with the College's Safeguarding and Child Protection Policy.

Employees must follow the College's Health and Safety Policy, taking reasonable care for their own safety and that of others. Staff are required to use equipment and personal protective items correctly, in line with training and instructions, and to comply with all relevant risk assessments. Any hazards or concerns should be reported promptly.