

JOB DESCRIPTION (NON ACADEMIC)

I. Job Information

Job Title:	Residential Matron
Department:	Boarding House
Duration of Appointment:	
Line Manager's Job Title:	Housemaster (Boarding)

II. Job Specification

Main purpose of job: The Boarding House at Harrow International School Shenzhen provides a stable, comfortable and above all secure environment in which students are given sufficient independence to develop self-reliance through carefully managed support and firm but fair guidance. The Boarding House is the Second Home for the students. The parents trust in the Team to ensure their children are safe, content and happy. Under the supervision of the head of Health & Safety for the Student Resident, the matron is responsible to ensure the smooth running of the domestic matters relating to the boarding residence. The role also supervise and manage the house cleaning staff and cleaning supplies.		
Provide key results to be achieved by this position and a breakdown of the main duties and responsibilities, as well as the percentage of time they occupy:		
Key areas of accountabilities	Main duties & responsibilities to support achieving accountabilities	% of time
1. Keep the domestic matters in residence run smoothly (routine duties)	<ul style="list-style-type: none">- Availability in the student residence during all working hours.- Supporting the House Master regarding House rules, regulations and routines.- Encourage all to be security conscious and alert at all times, ensuring that no one enters the residence without prior appointment or permission and that all visitors sign in; ensuring that safeguarding procedures are adhered to during core hours.- Supervise the rising and bed times- Supervise cleaning staff to ensure tidiness and cleanness of the boarding areas.- Promote good manners and courtesy from students- Liaise with teachers when the children are ill, need rest, need to be excused from P.E., swimming and sports.	50%

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2. Students' Health Care and Welfare	<p>Under the direction of Head of Health & Safety for the Student Residence, perform the following duties:</p> <ul style="list-style-type: none"> - Attend to students' minor ailments at any time necessary. - Arrange transfer for the children to hospital for further treatments and liaison with parents over the health, illness of the children. - To collect the Medical Details of the children prior to boarding, keep in file and to beware of problems and inform the Head of Health & Safety for the Student Residence. - Undertake of preparation medicines and treatment as the children need, including medicines from home - Provide stock of medicines, equipment, as necessary required by Head of Health & Safety for the Student Residence and also recheck expired date etc. of the medicines in stock - Beware and register to school the children's allergies, medicines etc. - Co-operate with the teacher, school nurse and other staff about health or other matters. 	30 %
3. Maintenance and Laundry	<ul style="list-style-type: none"> - Overall control of tidiness and cleanliness, checking all rooms for safety, state of repair and cleanliness on regular basis. - Instruct the boarding students in the use of laundry facilities, ensuring the rules are understood and checking the laundry on a daily basis to ensure its smooth running, tidiness and cleanliness. - Control of bedding and linen inventories including laundry despatch and receipt. - Check the facilities in the boarding area at the start and end of each term. 	10 %
4. Others	<ul style="list-style-type: none"> - Undertaking additional tasks as agreed with line manager - Keeping up to date with professional developments and attending relevant training 	10 %
Resources managed – line management and financial resources:	Line management: 2 cleaners from Customer Service Team	
	Financial resources managed: N/A	
Key working Relations and network	Internal: <ul style="list-style-type: none"> - Boarding team - School Nurses - Teachers - Facility team 	External: <ul style="list-style-type: none"> - Hospitals - Students and Parents - Local service providers
Key performance indicators for this position (KPIs): <ul style="list-style-type: none"> - Satisfactory feedback from parents, students and teachers - Tidiness of cleanness of th boarding areas - Efficiency and response effectiveness when emergency arises 		

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III. Person specifications

1. Core competencies:

	Name of Competence
Competence 1	Managing self and resources
Competence 2	Delivering results
Competence 3	Customer focus
Competence 4	Problem solving
Competence 5	Team work
Competence 6	Communicating
Competence 7	Learning and development

3. Specific specialised knowledge, professional skills, qualifications or experience required for this job:

<u>Minimum Academic Degree required</u>				
- College diploma or equivalent				
<u>Professional skill and knowledge required</u>				
Mandatory				
- Demonstrate an understanding of the needs of aged 10 – 18				
- Demonstrate an understanding of different cultures and practices				
- Well organised and be able deal with emergencies calmly				
- Tact and good listening skills				
- Excellent communication and 'people' skills				
- Be a good team player				
Desired but not mandatory				
- A first-aid qualification would be useful but training can be provided by school				
- Professional qualification in Childcare				
<u>Experience</u>				
- Previous experience in dealing with school students.				
- Previous experience in working as a matron would be desirable.				
<u>Language</u>				
	Confidence	Intermediate	Operational	Extensive
Chinese	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
English	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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IT Skills

A sound knowledge of Microsoft Word and Excel

4. Other job-related or local special factors not mentioned above:

4.1 Non – criminal record issued by police authorities must be provided by the selected candidate.

4.2 Harrow Shenzhen is committed to safeguarding and promoting the welfare of children and young people and expects all staff and those connected to the school to share this commitment.

4.3 Travel frequency

☒ No travel required ☐ Occasional travel required ☐ Frequent travel required

IV. Working hours and conditions

1. Works Sunday (checking house before boarders return) until Friday (checking house once boarders depart)
2. Be available on the mobile telephone 24 hours unless it is her days off duty
3. In the non-academic staff category but is not required to work during the whole school holidays.
4. Free housing and catering (breakfast, lunch and dinner) provided by school at boarding area.

Jobholder's signature

Date