

***Matron/Pastoral Care Assistant
Job Description***

REPORTING TO:

The Head of Boarding

PURPOSE OF THE JOB:

In conjunction with the Houseparents, the management of the health and overall pastoral care and well-being of the pupils within the boarding houses, together with the general housekeeping of the boarding houses.

This role will be non-residential.

KEY SKILLS:

The postholder will have experience of working with young people and have a well-organised and caring approach, with plenty of energy and enthusiasm. The postholder is expected to have a high level of IT skills: they will be able to use Microsoft Office with proficiency, and they will be able to learn how to use the school's database system efficiently. If the applicant does not yet have these skills, then they must show that they have the ability to become proficient in them.

WORKING RELATIONSHIPS:

The Matron/Pastoral Care Assistant is expected to work in close co-operation with the Head of Boarding and Houseparents, the pupils, other Matron/Pastoral Care Assistants, the Health Centre staff, the Boarding Tutors, the Assistant Tutors and the School Counsellors as necessary. The Matron/Pastoral Care Assistant should also expect to have contact with parents, academic, administrative and games staff, the catering team and other departments. The postholder is expected to have both the ability to work as an autonomous worker and to be flexible enough to work as a team player at any given time.

KEY RESPONSIBILITIES OF A BOARDING HOUSE MATRON/PASTORAL CARE ASSISTANT:

The Matron/Pastoral Care Assistant will be expected to:

- assist the Houseparents with the general welfare and well-being of the pupils;
- be aware of any medical, pastoral, social or domestic problems that the pupils may have, and take an active pastoral care role in the communication and recording of these issues to all relevant parties;
- play a role in the medical welfare of pupils, including accompanying them on visits to doctors, dentists, consultants and hospitals;
- form positive relationships with the pupils in the boarding houses;

- maintain and administer all medicines kept in the Health Centre, in line with School policy;
- monitor the general appearance of pupils, ensuring that uniform is worn correctly and that dress codes are adhered to as appropriate for any particular events;
- maintain good standards of hygiene, and a fresh and attractive appearance to the boarding houses;
- log any maintenance requests on Quadpro;
- support the education of pupils in learning to make and change their own beds, to collect and put away their laundry, to polish their shoes etc.;
- participate in Matron/Pastoral Care Assistant meetings, and any other staff meetings as required by the Head of Boarding, the Houseparents or any other managers;
- complete handover documentation at the end of each shift, and to communicate any significant concerns to the Head of Boarding;
- be available in house for some days before the start of term, and again after the end of term, for all relevant INSET sessions and staff meetings, and to ensure that the houses are appropriately cleared, assessed and set up;
- attend House assemblies when shift patterns allow;
- monitor laundry arrangements, and assist with the care, repair and naming of clothing;
- be aware of Health and Safety issues for all persons in the boarding houses;
- encourage and model good manners and courtesy, a positive attitude, and respect for the individual, as well as for school and personal property;
- carry out any other duties requested by the Houseparents to ensure both the smooth running of the boarding houses and the welfare of the pupils;
- carry out any school-wide duties where required;
- renew First Aid qualifications regularly as required by the School;
- register as an approved driver for school vehicles for those that hold a valid driving licence.

ADDITIONAL RESPONSIBILITIES OF THE DAY MATRON/PASTORAL ASSISTANT:

The Day Matron/Pastoral Care Assistant will be expected to:

- coordinate and manage all flexi and occasional boarding bookings, in liaison with the Head of Boarding;
- liaise with the School Shop, and the relevant parents/guardians, when boarders are required to obtain new items of uniform;
- maintain good standards of hygiene, and a fresh and attractive appearance to the boarding houses, by liaising effectively with both the Domestic Supervisors and the Estates Department;
- order and manage the deliveries of food and drink (bread, milk, fruit and snacks) to the boarding houses;
- manage the boarders' toiletry, stationery and tuck shop supplies, in liaison with the Front Office and the Head of Boarding as appropriate;
- enter and submit all boarding recharges at the end of each term.

ADDITIONAL RESPONSIBILITIES OF AN OVERNIGHT MATRON/PASTORAL ASSISTANT:

PURPOSE OF THE JOB:

To provide overnight Matron/Pastoral Care Assistant cover from 21:00 to 08.00, whilst there is no nurse in the Health Centre. To provide medication where needed, and to escort pupils to out-of-hours services when required.

KEY RESPONSIBILITIES:

The overnight Matron/Pastoral Care Assistant will be expected to:

- respond to the night bell as required, escorting any unwell children to the Health Centre;
- administer prescribed and over-the-counter medications according to School policy, ensuring that all details are correctly recorded on the School system;
- accompany an unwell pupil to out-of-hours treatment as necessary, ensuring that all relevant parties (Houseparents, parents, guardians and the Health Centre) are kept informed;
- carry out a handover with the Health Centre, at both the start and the end of a night shift;
- be aware of, and subject to, the School's Lone Working Risk Assessment.

FOR ALL ROLES:

WORKING PERIOD:

For all roles, a full-time post is considered to be 48 hours a week over 35 weeks a year. Some Matrons/Pastoral Care Assistants work more hours per week; others work less. Term time is usually 33 weeks a year; the two additional weeks (96 hours) are used to cover start-of-term and end-of-term arrangements, CPD, meetings etc. All setting up and clear down days sit outside official term time. The postholder may only take holiday time in weeks outside of the published 35 weeks a year, unless there are exceptional circumstances.

There may be times when the school is closed, such as at exeat, which will mean that a postholder has additional hours to work during the course of the year. The number of hours owed will be shared with the postholder at the beginning of the academic year and, with the support of the Head of Boarding, a structured plan will be put in place. Any hours not made up by the end of the academic year will be unpaid. On the Sunday at the end of an exeat, a Matron/Pastoral Care Assistant timetabled to be on duty will be expected to start at 4pm; on the Sunday at the end of a half term, a Matron/Pastoral Care Assistant timetabled to be on duty will be expected to start at 3.30pm. Any Matron/Pastoral Care Assistant who owes hours may be asked to begin work earlier on such Sundays.

Matrons/Pastoral Care Assistants may cover one another during times of absence. A Matron/Pastoral Care Assistant can only claim overtime if s/he has no hours owing.

TRAINING AND APPRAISAL:

Ideally, the Matron/Pastoral Care Assistant will already hold the BSA Certificate for Matron/Pastoral Assistants, or they will agree to undertake this qualification in the first years of appointment to this post. The Matron/Pastoral Care Assistant is encouraged to undertake any training relevant to the responsibilities above or related functions. Such training may be residential. The cost of this training and reasonable expenses, which must be approved in advance, will be borne by the school. As far as possible, training should be completed during working hours. Where this is not possible, overtime can be claimed, provided that a Matron/Pastoral Care Assistant does not owe hours to the School.

For the ongoing professional development of this role, a formal appraisal system will be introduced and carried out. All training must be logged on CPD Genie, and the portfolio of evidence will be reviewed by the Head of Boarding during biennial (once every 2 years) salary progression meetings. A Matron/Pastoral Care Assistant will not automatically progress to a new scale point every 2 years.

SAFEGUARDING and CHILD PROTECTION:

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 Policy Statement 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 the School's Designated Safeguarding Lead or to the Head (as appropriate). The post-holder is also required to complete regular Safeguarding training, as are all staff at the school.

Effective from September 2025