Harrow School currently educates 830 boys, who are fulltime boarders. They are accommodated in 12 Houses. Each House takes around 70 boys (aged between 13 to 18 years old). Gayton House, a smaller ‘overspill’ House, looks after a maximum of 14 boys.

A House Matron’s position at Harrow School is one of importance and responsibility. The Matron not only manages the domestic staff and deals with the health and welfare of the boys, but also has a special role in assisting the House Master to create a happy and well-disciplined atmosphere throughout the House. The success of a House Matron’s appointment depends on the establishment of a harmonious relationship with the House Master based on mutual trust.

Matrons live in a self-contained flat within each Boarding House. They are an important part of the School’s residential community.

The following is a description of the roles, responsibilities and functions of a House Matron. It is not an exhaustive list. Much depends on the way in which the Matron, House Master and other members of the House Team work together.

**Pastoral Care and Relationships**

- Matron is a key member of the team, which delivers pastoral care, health care and health education to boys in the House. She liaises regularly with the relevant House Master on such matters.

- Matron should be an approachable and friendly person, available to all boys without discrimination or favouritism. Boys are likely to confide in her; in return Matron will need to offer advice and guidance. Therefore she must exercise sound professional judgement and a caring attitude as well as a good understanding of the principles of confidentiality and information sharing. To this end, Matrons should periodically make themselves available for professional development courses, particularly those organised by BSA (Boarding Schools’ Association).

- Matron’s overall role is to participate fully in the life of the House as a community or extended family. Consequently she will attend lunch with her House on most days and is very welcome to attend other meals as well, especially supper. Boys are particularly appreciative of her watching House matches, helping with House Plays, attending Songs, concerts and being an integral part of the important social events in the life of the House, to which she is able to contribute. An entertainment allowance is provided for this purpose.

- The Matron will establish close relationships and good communication with all parents, taking an early opportunity to do so at the start of a boy’s career and being generally available to parents and especially at the beginning and end of every term, half term and Exeat weekend or when it is likely that parents will be visiting for matches, plays etc.
• The Matron’s role is not primarily disciplinary but she must uphold the authority of the House Master, the School and the application of the School’s rules and policies, with which she should be well acquainted. The Matron plays a part in the necessary continuous adult supervision of the House and may be called upon to be the responsible adult in the House or on the Hill and these are matters on which she and the House Master should keep in careful touch. If the Matron has any worries or concerns about the conduct or behaviour of a boy for any reason, she should not hesitate to bring it to the attention of the House Master.

• Boys’ travel arrangements to and from Harrow are co-ordinated by Matrons, for example by 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.

Safeguarding & Child Protection

• Matrons must be thoroughly familiar with the School’s policies on Child Protection, safeguarding and professional guidelines. Matrons are given Level One Child Protection training and are expected in due course to participate in Level Two Child Protection training in multidisciplinary working through the London Borough of Harrow.

Health Care, Medication, First Aid and Record Keeping

• Matron cares for boys, who are unwell, injured or have health/medical problems. She refers them to the School Medical Centre and/or School Doctor when necessary, keeping the House Master and boy’s parents closely informed. Matron often accompanies individual boys to hospital or to specialist appointments’ sometimes she cares for boys in the House’s Sick Bay or, if appropriate, in the boy’s room.

• There are several surgeries each day. Matron remains on call at any time during her working hours for boys who are ill, injured or in need of help. She may administer first aid, and should be in possession of a first aid qualification. If necessary, the School provides training and re-qualification.

• Matron administers non-prescription medicines and medicines prescribed by the School Doctors or by the School Nurses under Patient Group Directives in accordance with the School Doctors’ policies, MOSA guidelines and the National Minimum Boarding Standards.

• Matrons follow the guidelines in the Matrons’ Handbook and those issued by the Medical Centre whenever treating boys or giving medication. Matron maintains a written record of all significant medication, treatment and first aid administered to boys in her House. The record gives name, date, medication/treatment, reason for administration (if not prescribed). A written record is kept (either as part of the above medical records or separately) of all illnesses, accidents or injuries to boys.

• Surgery areas, sickbays and medicine cabinets are regularly checked and maintained to required standards.

• Matrons, either individually or in co-ordination with each other, provide a first aid presence at House matches during sports afternoons.

Dress and Hygiene Housekeeping and Domestic

• Matron supports the House Master in ensuring a consistently high standard of dress among the boys, for example by attending some Bills/call overs organising dress checks, by closely
supervising the laundry and by ensuring the repair or replacement of worn out items. The House Master will give Matron his full support in this and we expect parents to do so too.

- The Matron is responsible for organising the boys’ laundry (which is undertaken by the School’s laundry staff), the dry cleaning and mending of clothes.

- Matron supervises personal hygiene and appearance of the boys and tidiness and cleanliness of their rooms and facilities. In this connection, Matron contributes to the practical side of the boys’ health education in conjunction with Health Education Tutors and The Medical Centre. Matron must have a Food Hygiene qualification and, if she does not, the School will arrange training.

Management of Domestic Staff and Housekeeping

- Matron is responsible for managing and directing the work of the domestic staff. Together with the House Master and the Personnel Manager, she is responsible for their recruitment and must ensure that they are familiar with Child Protection and safeguarding procedures.

- Matron orders domestic stores necessary for the running of the House. She may oversee boys’ dairy orders and liaise with external visitors to the House such as delivery firms, contractors, meter readers and others whose necessary periodic access to the House must nevertheless be supervised for safeguarding reasons.

- Matrons are required to oversee domestic arrangements at the beginning and ending of each term. These may vary in length of days, depending upon the system in operation within an individual House and other local factors (for example, preparation required for a holiday let or clearing up after refurbishment work). However, the total will be the equivalent of one week’s working hours. The start of an Autumn Term receives the largest concentration of energies, as Houses are made ready for the start of the new academic year. Matrons are expected to be back on The Hill at least five days in advance of the boys’ arrival.

Maintenance

- Matron liaises with the House Master on necessary repairs and improvements to the furnishing, furniture and fabric of the House. She assists with energy conservation measures. By local agreement, she may be personally responsible for organising this aspect of the operation of the House. She may, anyhow, requisition repair work by the Works Department, liaise with the Clerk of Works and be responsible for the supervision of the visiting maintenance/handyman.

Health & Safety

- Matron should be familiar with the School’s Health and Safety policies as they relate to Boarding Houses and assists the House Master in implementing them; for example, the fabric of the House should be routinely risk assessed; cleaners should be kept up to date on COSHH regulations and training in standard operating procedures should be organised through the Health and Safety Manager, if necessary.

- Matron should be familiar with the fire safety procedures of the House and may find herself in the position of being the responsible person on site in the event of an alarm or fire.

Inspection, Appraisal and Support
• The provision made by the School for the welfare of boarders is regularly inspected by ISI. Matrons play a vital part in implementing and exceeding the requirements of the National Minimum Boarding Standards.

• Matrons are appraised by the Senior Tutor and the House Master. This is a constructive process intended for professional development and the continuous improvement of the House Team. Input will be sought from other relevant colleagues. In a reciprocal manner the Matron may be asked to contribute to the appraisal of the House Master.

• A non-resident Support Matron provides a degree of cover on Matrons’ days off (each Matron is entitled to a continuous period of twenty four hours off duty each week) and an additional total of six hours off per week taken in negotiation with the House Master. It is the Matron’s responsibility to ensure effective cover and handovers for these periods off.

Statutory Safeguarding Statement:

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 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 his/her Line Manager or the School's Child Protection Officer.

Any long-term adult visitor or partner resident in the Matron’s flat will need to be DBS checked.

This position is subject to an ENHANCED Disclosure with the Disclosure and Barring Service in the event of a successful application.
## PERSON SPECIFICATION

### Education & Qualifications

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

- A good general education
- Driving licence (and preferably own car)
- Food hygiene certificate (can be arranged at Harrow)
- Emergency First Aid certificate
- Level 2 Safeguarding child protection (can be arranged at Harrow)

### Experience

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

- Boarding School Matron
- Nursing
- Residential care
- Experience in an educational or medical environment
- General office administration
- Working as part of a team
- Working unsupervised and on own initiative
- Working with children out of their home environment
- Working at a supervisory level

### Skills

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

- Good verbal and written communication skills
- Ability to work well in a team
- Ability to supervise a team of domestic staff
- Ability to work quickly and calmly under pressure
- Ability to prioritise and manage own work
- Ability to offer a high level of pastoral care to pupils
- Proficient IT skills

### Personal Qualities

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

- Ability to motivate/work with pupils
- Ability to develop a culture of mutual respect with pupils
- Emotional resilience
- A caring disposition and an empathy with and understanding of young people
- High level of discretion
- Patient, unflappable, flexible and adaptable
- Enthusiastic
- Good manner with parents/guardians and other staff
- A good sense of humour
MATRON

ADDENDUM TO PARTICULARS OF TERMS AND CONDITIONS OF EMPLOYMENT

**SALARY:**

To be discussed at interview

**PENSION:**

Opportunity to participate in contributory Support Staff Money Purchase Scheme on commencement of employment subject to qualifying conditions.

**PERIOD OF NOTICE:**

The first year of the appointment will be a ‘probationary’ period during which notice will be six weeks. Once the appointment is confirmed the notice period will be one term.

**HOURS OF WORK:**

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 extreme activity and pressure and times which are less busy. One full day off per week is granted during term time which is decided between the House Master and other Matrons so as to avoid too many Matrons having the same day off. There is an additional 6 hours off per week, the timing of these hours must be arranged in liaison with the House Master.

**HOLIDAYS:**

School holidays can usually be taken in their entirety except for the requirement to work for a **minimum of 3 working days before the start of each term and 3 days after the end of term** together with the domestic staff, in order to clean and prepare the House for use by the boys or for a holiday let.

**MILEAGE RATES:**

If Matrons are required to use their own cars to transport boys to hospital or specialist visits they may claim such expenses from the accounts department at the agreed Inland Revenue rate as follows:

- **Motor cars and vans**
  - Up to 20 business miles: 45p per mile
  - Over 20 business miles: 25p per mile
- **Motor cycles**
  - 15p per mile
- **Bicycles**
  - 10p per mile

**ACCOMMODATION:**

The nature of the Matron’s role is such that the post-holder must occupy School accommodation in the boarding house for the better performance of the duties. The accommodation provided

Matron JobSpecJan2014 6 16/10/14
will be free of rent and Community Charge. A small deduction for personal use of Gas and Electricity will be made from payroll. A Service Occupancy Agreement will be provided on occupation.

The School does not provide furniture and curtains. However, in certain circumstances some furniture can be bought or borrowed from the School. The School provides a small freezer, fridge, dishwasher and microwave, as Matrons sometimes need to prepare meals for sick/injured boys.

**MEAL & ENTERTAINMENT ALLOWANCES:**
Matrons are paid £40 a term to cover incidental expenses incurred dealing with sick boys in the House. They are also paid £40 per term to cover refreshments provided to boys and parents at their own expense. These amounts are paid automatically but matrons should keep receipts for tax purposes. Additional approved expenses will be reimbursed from House funds.

**TELEPHONE:**
The School pays for School related telephone charges for calls made locally, within the UK and overseas. Personal calls will however be charged to the individual Matron via a payroll deduction. To identify different calls, Matron should use the "3" prefix for any personal calls and "9" for business calls. Matrons also have an option to be issued with a School mobile telephone for school calls only and not for personal calls. Enquiries will be dealt with by the Assistant Bursar.

**TV LICENCE:**
Matrons are required to have their own individual TV Licence.

**BENEFITS:**
- Lunch, breakfast and supper are available free of charge in dining hall 
  *(Matrons are expected to eat lunch with their boys)*
- Use of School swimming pool at designated times
- Dining rights in the Masters’ Dining Room
- Private Health Insurance (BUPA)
- Membership of Golf Club & Harrow Lawn Tennis Club at subsidised rates
- 10% discount on cash purchases at the School Shop
- 10% discount on stock items from the School Works Department
- 10% discount is offered by Plantation Garden Centre Ltd
- School on-site hairdresser
- Child Care Vouchers