



Job Description

Job Title: Cover Matron
Responsible to: Head of Health and Safety & Assistant Head (Pastoral)
Last reviewed: October 2023

Purpose

The purpose of this job description is to set out the current principal duties of the post. It does not detail every individual task, and employees are required to undertake such tasks and duties as are allocated to them from time to time in accordance with the role. This job description will be reviewed annually as part of the School's annual performance review process.

Job Outline

Haileybury is one of the foremost boarding and day schools in the UK. We welcome boarders from the UK and overseas in our 12 senior and 1 junior Houses.

The Cover Matron role is extremely varied. It will suit an individual that can work flexibly and quickly grasp the different departments they will work within. They will enjoy the challenge of working in a fast-paced School environment. This role includes working with pupils, parents, colleagues, and where appropriate external agencies to support the needs of pupils. Training and an induction programme will be provided.

This is a new role combining support for a variety of departments across the school, from time to time on a casual basis. While the hours are not guaranteed it is anticipated that this support will be needed quite regularly during term time.

The significant part of the Cover Matron's role is to provide support and cover for the team of permanent Matrons in the School's 13 boarding houses at Haileybury, when they are absent. The individual will need to be available to cover Houses at short notice as advised by the Head of Health and Safety. This will often be for a day or two but may be for shorter or longer periods of time.

Cover Matrons play a key role in assisting the House Master/Mistress (HM) in creating a positive atmosphere throughout the House, which lends itself to wellbeing and academic success.

The Cover Matron will also be required to work with the School Health Centre and other departments to act as a pupil chaperone, accompanying pupils to external appointments, including hospital, optician and passport/embassy appointments. They should feel comfortable in a hospital environment and with pupils who are unwell/upset and respect the pupil's confidentiality.

Many of the external appointments are booked in advance, however the post holder should be available at short notice to accompany pupils to the casualty department. There is no requirement to use your own vehicle for this role, transport will be provided via a taxi service.

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The Cover Matron will also be required to provide cover for absent staff in other areas of the school, from time to time. This will mostly be visitor or school building reception areas, providing administrative and reception support as required
e.g., Russell Dore Lower School Reception.

1. Cover Matrons Duties

Permanent Matron working pattern (core hours):

Day	Working Hours (including 30 mins break)
Monday	7.30am – 3:00pm
Tuesday	7.30am – 5:00pm
Wednesday	7.30am – 5:00pm
Thursday	7.30am – 5:00pm
Friday	7.30am – 3:00pm
Saturday	11.30am - 5.30pm

The nature of a 24/7 boarding school means flexibility is vital, therefore in addition to core working hours, Matrons are required to work reasonable additional hours as necessary, which will include Induction Days, open mornings, Welcome Day, Speech Day (Haileybury does not observe bank holidays). The Cover Matron will be required to support ad-hoc periods of absence for the permanent Matron team.

Together with the House team the Cover Matron plays a significant role in ensuring the smooth running of the boarding House and establishing a safe happy environment for the pupils in their care. Matron should know the pupils well, and take an interest in them and what they do, balancing friendly disposition with the need to maintain discipline. Matron is in loop overall charge of the domestic arrangements within a House.

Pastoral care and pupil interaction

- Provide a listening ear and support to the pupils in the House; the quality of this relationship is important when dealing with the tricky personal and social issues that can arise.
- Uphold the authority of the HM, the School and the application of the School's rules.
- Play a crucial part in ensuring continuous adult supervision.
- Promote and safeguard the pupils' welfare as well as that of any other children with whom the Matron comes into contact, adhering to the School's safeguarding procedures and processes at all times. Any concerns regarding actual or potential risks will be reported in line with the School's policies.

Health care

- Care for pupils who are unwell, injured or have health or medical problems, and have contact with the Health Centre concerning unwell pupils, referring, consulting and communicating as necessary while keeping the HM fully informed.
- The Matron remains on call at all times during working hours for pupils who are ill, injured or in need of help. The Matron may administer first aid.

Domestic and housekeeping

- Supervise all laundry in house, which is undertaken by the School's Laundry or in House. Ensure that the bags are ready for the Laundry driver.
- Liaise with cleaning staff in the house to ensure a clean and safe environment.

Safeguarding and compliance

- Adhere to and ensure compliance with the School's Safeguarding and Child Protection Policies and procedures at all times. If the Matron becomes aware of any actual or potential risks to the safety or welfare of children in the School, they must report any concerns in line with the school's policies.
- Respond appropriately to any fire alarm sounding and evacuate the building.
- Complete Call on internal system; iSams, as required and check there are no gaps or errors in the House's registration and assign pupils out of school.

2. Pupil Chaperone Duties

- Assist the Health Centre team, by acting as a chaperone for pupils when required, accompanying them to medical related appointments.
- Assist other departments e.g., Houses/HMs/Matrons by acting as a chaperone for pupils accompanying them to a variety of appointments.
- Where appropriate, communicate on behalf of the pupil during appointments.
- Following appointments, pass accurate and complete information on to the relevant department/staff.
- Communicate effectively with, parents, guardians and House staff regarding the pupil's health and wellbeing.
- Ensure the safety and welfare of pupils in their care.

3. General Cover (Reception Areas) Duties

- Conventional front line receptionist services and assistance to the School.
- Provide support in the effective and efficient smooth running of the department.
- Provide outstanding customer service both in person and on the telephone.
- Undertake a range of general administrative duties, including but not limited to dealing with emails, composing letters, processing mail, making and receiving telephone calls, booking appointments, photo copying and updating databases.

Professional Development and Training

- Undertake the following training upon appointment: Safeguarding, First Aid, Dispensing of Medicine, COSHH, Food Hygiene, Fire Safety, Auto-injector (Epi-Pen), Mental Health First Aid, Haileybury Certificate in Boarding Practice, Google Training Level 1.
- Be involved in teaching staff pastoral training, including INSET days.

Other Requirements

Safeguarding and Child Protection

All employees must be aware of their responsibilities for promoting and safeguarding the welfare of children and young persons with whom they may come into contact whilst at Haileybury. Employees must comply with the School's Safeguarding and Child Protection Policy and must be familiar with how to raise any safeguarding or child protection concerns.

Health and Safety

In accordance with the Health and Safety at Work etc. Act 1974 and associated legislation, all employees must comply with relevant health and safety procedures and guidance at all times. They must be familiar with, and assist the School in the implementation of, its Health and Safety Policy which is available on the School Portal.

Employees must also adhere to any requirements arising from, or relating to, any relevant risk assessments, Control of Substances Hazardous to Health (COSHH), PPE, and manual handling. Specifically, employees must carry out all duties in a manner which does not endanger themselves or others.

Equality, Diversity and Inclusion

Employees must comply with the School's equality, diversity and inclusion policies and practices in force from time to time and must carry out their duties in a manner which does not discriminate against any person on the grounds of any protected characteristic.

Code of Conduct

Employees at Haileybury are expected to work together cooperatively showing respect, courtesy and helpfulness to others at all times. Employees should work to actively support and promote the School's positive ethos and culture, and must act in accordance with the School's Staff Code of Conduct.

Data Protection

All employees must comply with the School's Data Protection Policy, and must carry out their duties in a manner which is consistent with this policy and data protection legislation generally.

Cover Matron Person Specification

	Essential	Desirable
Qualifications		
First Aid, Dispensing of Medicine, COSHH, Food Hygiene, Fire Safety, Auto-injector (Epi-Pen), Mental Health First Aid (can all be undertaken at Haileybury).		✓
Experience as a matron, nurse or working with young people.		✓
Qualification or training in boarding, care or nursing.		✓
Full driving licence.	✓	
Awareness of Health & Safety.		✓
Have a sound knowledge of First Aid in practice.		✓
Experience of dispensing medication.		✓
Knowledge, Skills and Experience		
Working as part of a team.	✓	
Working unsupervised; self-motivated and proactive.	✓	
Managing a team.		✓
Good oral and written communication skills.	✓	
Good eye for detail.	✓	
Ability to meet deadlines.	✓	
Ability to build good working relationships with staff and pupils.	✓	
Ability to work quickly and calmly under pressure.	✓	
Ability to prioritise and manage own work.	✓	
Ability to respond quickly to an emergency.	✓	
Proficient and confident in the use of IT including email and willingness to train, especially in Google/GSuite products.	✓	
General administration, ability to maintain accurate records.	✓	
Awareness of physical and emotional needs of young people.	✓	
Willingness to work flexibly.	✓	
Willingness to attend any relevant training course.	✓	

Personal Attributes	Essential	Desirable
Ability to make appropriate and enabling relationships with teenagers, based on a culture of mutual respect.	✓	
Emotionally resilient.	✓	
Physical stamina. This role requires the post holder to be 'on the go' for long periods of time.	✓	
High level of discretion and understanding of confidentiality.	✓	
Patient, composed, flexible and adaptable.	✓	
Enthusiastic with the ability to maintain the proper perspective regardless of the situation.	✓	
Able to promote and maintain good relationships with parents.	✓	
Diplomacy, tact and patience with a good listening ear and warm and sympathetic personality.	✓	
Cultural awareness and sensitivity.	✓	