



## MARLBOROUGH COLLEGE

### Job Description

<b>POSITION:</b>	House Manager (Dame) (Where required, the term ‘Dame’ is used in this document which is an historic term at the College for a House Manager, the vacancy is not gender specific)									
<b>DEPARTMENT:</b>	Boarding House									
<b>REPORTING TO:</b>	Housemaster/Mistress, in respect of the domestic management of the boarding houses and, for pastoral, pupil related issues									
<b>LIAISING WITH:</b>	<p>The Director of Operations for the working duties, hours and management of all Domestic Staff, and communications, in relation to the Laundry and Catering departments.</p> <p>HR for all staff related issues, eg: performance reviews, performance/capability issues, and recruitment.</p>									
<b>SALARY:</b>	Available on request									
<b>LOCATION:</b>	<p>The main location of work will be in the House as indicated above. The College may, due to operational requirements, expect you to undertake reasonable tasks and duties in line with your employment for occasional, or for a short term basis at any location on the College campus if requested.</p>									
<b>HOURS OF WORK:</b>	<p>Normal working hours will be for a total of 40 hours per week, for 37 weeks per year, based on the following times:</p> <table><tr><td>Monday to Thursday</td><td>8.00 am to 4.30 pm</td><td>(32)</td></tr><tr><td>Fridays</td><td>8.00 am to 3.30 pm</td><td>(7)</td></tr><tr><td>Flexible</td><td></td><td>(1)</td></tr></table> <p>House Events may occur at times outside the normal working hours including evenings and weekends, so that the Dame is available to support these events over the year, 1 hour per week of flexible time is included in the above working hours.</p> <p>The above times include a half hour unpaid lunch break; lunch is available free of charge during term time in the College’s central dining room.</p>	Monday to Thursday	8.00 am to 4.30 pm	(32)	Fridays	8.00 am to 3.30 pm	(7)	Flexible		(1)
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Fridays	8.00 am to 3.30 pm	(7)								
Flexible		(1)								
<b>REPORTING:</b>	The Dame is responsible for the line management of domestic staff employed in the boarding house to assist with the house operation.									

Where applicable the Dame is required to assist with the supervision and delegation of Catering Staff, this should be in conjunction with the Catering Operations Manager and Housemaster.

### **The College:**

Founded in 1843, Marlborough College is the UK's largest co-educational full boarding school, educating just over 1,000 pupils, aged 13 to 18 years, from the UK and overseas. Whilst we are proud of our Anglican heritage, ours is an inclusive ethos, welcoming pupils of all faiths and none. We have six girls' houses, six boys' houses and four mixed houses of 13- to 16-year-old boys with Sixth Form girls and boys. The pastoral care delivered through our 16 boarding houses is unrivalled, ensuring each child is known and cared for individually. The Guidance Centre exists to make sure that further education and careers after school are fully explored and carefully planned.

Pupils form friendships for life and develop the social and leadership skills needed to flourish as adults. They are encouraged to be outward facing and to aspire to change things for the better – ultimately, we would like to be judged by the contributions made by past, present and future Marlburians to the health of wider society throughout the course of their lives.

It is testament to our outstanding academic education and world-class co-curricular activities that our pupils are invariably ambitious, aspirational and high achieving. More than 80% gain places at Russell Group universities or Oxbridge, our sports teams regularly reach the latter stages of national competitions, our Symphony Orchestra plays in partnership with the Southbank Sinfonia and our artists exhibit in the Mount House Gallery.

Located in beautiful Wiltshire, in one of the most attractive market towns in the country, the College benefits from a 286-acre site, stunning period buildings including a Gothic Revival chapel and the neoclassical Memorial Hall, which is also a world-class concert hall, and university-quality sporting facilities. The campus is centred around the magical Marlborough Mound, a 4,000-year-old Neolithic mound, reputedly the burial place of Merlin. The College enjoys the advantages of being within easy reach of Heathrow, London and, indeed, many other parts of the country.

Further details about Marlborough College can be found online at [www.marlboroughcollege.org](http://www.marlboroughcollege.org).

### **Marlborough College Mission**

To deliver the best independent, co-educational, full boarding education in the UK and to be recognised for this globally.

### **Key purpose of the role**

The Dame is required to play a key role in the support of the Housemaster/Mistress in all aspects of the boarding house management, pastoral care and wellbeing of the pupils.

The importance of the role cannot be quantified, but is extremely important to the smooth running of the House, to ensure the boarding house feels like home to its pupils and Housemaster and Residential House Tutors.

The Dame is required to be proactive and reactive in terms of the development and supervision of the house operation.

Due to the nature of the role, additional tasks and responsibilities may arise from time to time; the Job Description should be read in conjunction with the Dames Handbook.

### **Main areas of the role**

#### **Pastoral Care of Pupils**

To be responsible for the running of the house during morning school and to provide an adult presence in the absence of the Housemaster including encouragement of Upper School pupils to make correct use of their private study time.

To support the Housemaster in ensuring that the pupils are correctly dressed and smart in appropriate uniforms / clothes as required by the College. Pupils should be up and dressed by 8.45am ready for the school day.

Provide care for pupils on a day to day basis, offering support when required which may involve listening to their problems over a wide range of issues. The Head of Boarding is available for support.

To know all the pupils in the house, to take an interest in their welfare and to be readily available to them during the working day, particularly at break and during lunch times.

The Dame should have a strong awareness of pupil behaviour and alert the Housemaster to areas of concern.

The Dame will often have contact with parents and will be required to liaise with them and take messages for the Housemaster.

Liaise with the Medical Centre about healthcare matters. To issue medication to pupils as instructed by the Medical Centre.

To promote the safeguarding and welfare of pupils in line with the College's Child Protection Policy, reporting any concerns to the Child Protection Officer.

Provide suitable refreshments, snacks and birthday cakes as requested by the Housemaster.

Assist with the transportation of pupils for X-rays to the hospital as part of the X-ray rota provided by the Head of Boarding.

To attend tutors' lunches and other House functions where possible.

To assist with the induction of new pupils on arrival and particularly during the first weeks of term.

#### **Administration**

Provide support to the Housemaster as required with house related administration tasks. These may include, assisting with check-ins, house post, photocopying, notice boards and notices, coach lists, exam timetables, external purchases and reimbursement forms.

Issue and sign chits as required in accordance with the instructions from the Bursary.

Operate the House Bank and tuck shop accounts if required by the Housemaster

### **Communication**

Regular meetings with Housemaster. Meet with Housemaster and spouse/partner, regarding concerns or information about pupils.

Meet with the Head of Boarding about concerns or information about pupils and boarding issues.

Meetings with the Director of Operations, Human Resources Department, Catering Manager and other Departments as required.

Liaise with the Medical Centre staff as necessary about pupil's healthcare.

Liaise with Parents regarding information about Pupil welfare, uniforms, end of term travel arrangements etc.

### **General Arrangements**

Provide management and supervision of domestic staff and conduct routine monitoring of work practices. Ensure there is a clean and pleasant environment in the house and conduct annual staff performance reviews.

Organise the care and laundry of pupils clothing, including name taping and minor repairs. Liaison with parents, the College Laundry, Dry Cleaners and Crosby and Lawrence regarding pupils clothing where necessary. Ensure that any in-house laundry facilities are used correctly.

To monitor the fabric of the house and where there is unsatisfactory repair, report these to the following departments for action.

- (a) Estates Department, for general repairs and maintenance, furniture, carpets, curtains etc
- (b) Domestic Services Manager, for bedding, mattresses, cleaning materials and cleaning equipment replacement and repairs.

To monitor and order replenishment stocks for, general house catering, tuck shop and cleaning materials via the appropriate department, against a determined expenditure budget

Provide monthly staff pay returns, to the Payroll Administrator and Fit Notes and absence forms, Return to Work interview documents and Staff file notes to the HR Department.

Ensure all staff are of a smart appearance and appropriately dressed in the correct uniform as supplied by the College.

Provide feedback to the Director of Operations/HR Department about any continuing performance related issues relating to house staff.

Ensure staff receive appropriate training including: Inductions, Child Protection Safety, Health & Safety, COSHH, Fire Awareness, Manual Handling, BICs Training, Epi Pen training, Safe Recruitment and to ensure safe working practices.

Conduct the recruitment of House staff as required in line with assistance from the HR Department and the Director of Operations.

To conduct grievance and disciplinary procedures with assistance from the HR Department and the Director of Operations.

Organise the Co-ordinating of domestic arrangements for accommodation of pre-season and other sports squads and foreign exchange pupils' visits.

## **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment.

All staff are responsible for considering the Health and Safety of themselves and others as an integral part of their job and are expected to comply with the College Health and Safety policy.

The Dame will assist the Housemaster in meeting the Health & Safety standards in the house for both pupils and staff this will include;

The Dame is to take an active involvement and awareness of the Health & Safety issues within the house which may have an effect on pupils, staff, visitors and parents, including the monitoring of internal and external contractors and visitors in the house.

Ensuring safe working practices are maintained, and in the event of an accident to complete and submit the correct forms.

Complete health and safety paperwork and risk assessments, to carry out Fire Bell tests, bed-sit safety checks, COSHH assessments, Fire Drills and F1 Fire reports, House audit check and accident reports.

Act as the Fire warden in the absence of the Housemaster.

To ensure all first aid boxes are correctly stocked.

## **House Events**

The Dame is required to assist in the planning and the preparation of house events and the hosting of visitors to the house as required by the Housemaster.

Examples of House events may include:

- Open Days (Saturdays)
- Welcoming pupils back at the beginning of each main term
  - Visits by prospective parents

- New Shell and Lower 6<sup>th</sup> lunches with parents (Summer Term)
- Prize Days & The Master's Invitation Ball
- New Shell and LVI teas (Michaelmas Term)
- Parents' lunches on Parents Meeting Days
- Prospective Pupil Visits (PPV's)
- Parents' Fun Days
- Assessment Days, Interviews (meeting and looking after pupils)
- Confirmation
- Carol Service (Friday/Saturday or Sunday evening)
- House Christmas Supper (evening)
- House Dances, Captains Dinners and Invitation Suppers

The nature and frequency of the above examples will vary according to planning within the College and participation as required by the boarding house.

In some cases the working requirements for these events (approx. 30 hours per year) will fall outside the normal working hours including evenings and weekends. So that the Dame is available, these periods are covered by the accrued time from the normal working weeks over the working year.

Many of these events support the high reputation of the College and involve current and prospective parents. The support of the Dame in these events is a vital component and as such the Dame is required to be flexible on these occasions.

### **Minimum Training**

The following training courses are considered to be a minimum requirement for the post and will be planned as appropriate by the College to support the criteria for the role, tasks and duties to be undertaken:

- Appointed Persons First Aid Certificate – 3-Yearly basis
- Child Protection Training – 3-Yearly basis
- Fire Warden and Extinguisher training – 3- Yearly basis
- Fire Awareness – annual basis
- Safe Recruitment in Education Certificate
- GDPR online course
- Equality & Diversity online course
- COSHH Training
- Foundation Health & Safety Certificate
- Foundation Food Hygiene Certificate
- Drugs Awareness
- Bereavement Training
- Counselling Training

Professional Practice Certificate within Boarding Schools

## Person Specification

	Essential	Desirable
<b>Education and qualifications</b>		
Appointed Persons First Aid Certificate		✓
Professional Practice Certificate within Boarding Standards or Child Care equivalent		✓
Safer Recruitment in Education		✓
Full UK Driving Licence		✓
Foundation Health & Safety Certificate		✓
Foundation Food Hygiene Certificate		✓
<b>Knowledge and Experience</b>		
2 years' experience in a similar role/background		✓
Child Protection Awareness		✓
Fire Safety Awareness		✓
Bereavement training		✓
Familiar with MS Office		✓
<b>Skills and Abilities</b>		
Demonstrates a commitment to safeguarding and ensuring the welfare and wellbeing of all pupils in the school	✓	
Excellent verbal and written communication skills	✓	
Approachable and confident demeanour	✓	
Excellent interpersonal skills	✓	
Good administration skills	✓	
Good organiser	✓	
People Management skills	✓	
The ability to maintain discipline	✓	
Ability to handle confidential information with complete discretion	✓	
Reliable and punctual	✓	
Flexibility	✓	
Positive attitude	✓	
Hands-on approach	✓	
Sense of humour	✓	
Capable of making decisions	✓	
Friendly and approachable	✓	
Observant	✓	
Shows initiative and efficiency	✓	

## General Responsibilities

### Policies & Procedures

The postholder is required to familiarise themselves with all College policies and procedures and to comply with these at all times, including ensuring that their own job role procedures are regularly kept up to date.

## **Safeguarding**

All staff are responsible for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they may come into contact with and will adhere to and ensure compliance with the College's Safeguarding Policy at all times.

The successful candidate will be required to undertake online safeguarding training at the College.

Marlborough College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The successful applicant must be willing to undergo child protection screening appropriate to the post and cannot start in post until all pre-employment checks have been completed satisfactorily. The College is an educational charity and equal opportunities employer.

## **Confidentiality & Data Protection**

The postholder must maintain the confidentiality of information about students, staff and any other personal information and meet the requirements of the Data Protection Act and GDPR.

## **Health & Safety**

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and any subsequent relevant legislation and must follow these in full at all times including ensuring that they act in line with all agreed procedures at all times in order to maintain a safe environment.

All staff are responsible for considering the Health and Safety of themselves and others as an integral part of their job and are expected to comply with the College Health and Safety policy.

## **Mandatory Training**

All staff are expected to complete the following mandatory training prior to their employment start date:

- Child Protection in Education (11 to 18 years)
- H&S in Education: Staff Awareness
- Fire Safety in Education
- A Guide to UK Data Protection: Education
- Equality and Diversity
- Working with Display Screen Equipment
- Moving and Handling

Staff will be required to attend mandatory training during their employment with the College in order to maintain a healthy and safe working environment.

## **Job Description**

This Job Description outlines the purpose and key tasks required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties/specific tasks may be varied from time to time, without changing the general character of the job or the level of responsibility



entailed. This will allow flexibility for the College to respond to changing priorities and also support and enhance individual professional development. It is the practice of the College to examine job descriptions periodically, update them and ensure that they relate to the job performed, or incorporate any proposed changes. This procedure will be conducted by the Line Manager in consultation with the post holder.

**Signed:** ..... **Date:** .....

**Print Name:** .....