

Job Title *Dame's Assistant*

Reports to *Dame*

Job Purpose

We are looking for a motivated and passionate Dame's Assistant to support the Dame with the pastoral care of the students, as well as supporting central teams with the day-to-day running of the House, ensuring its cleanliness, tidiness, and comfort, and that high levels of health and safety are maintained. You will have frequent contact with the students and in addition to your job role, you will be able to take an interest in the activities of the house such as sports, plays and musical productions.

You will work flexibly and collaboratively with the Dame to ensure that students' needs are put first, and that you can both take appropriate rest breaks. At all times you will be a visible presence in the House when on duty. Our boarding houses are integral to the students' lives, and you will have a direct impact on their experience of life at Eton College.

Key Tasks and Responsibilities

- You are expected to develop positive relationships with the new pupils, and use the opportunity to induct them into the ways of the house by setting expectations about cleanliness of rooms, dealing with laundry, and respecting their environment, as well as encouraging them to be polite, well mannered, friendly and presentable. Your interaction with new students means that you will be a key component in helping individuals to settle into life at Eton and setting standards, including disciplinary standards, within the house.
- Supervising laundry, sending students' clothing and sheets to laundry once a week; checking return of these items and reporting numbers of missing sheets and pillowcases.
- Supervising Messing Teas, at all times ensuring that health and safety requirements are adhered to, and also taking the opportunity to get to know the pupils, set standards and to provide pastoral support.
- Assisting the Dame with the general health and wellbeing of pupils in College, liaising with School medical staff as appropriate in order to share any health or medical concerns.
- Escorting pupils to routine appointments at the School Health Centre or local hospitals as required, responding and providing support during medical emergencies.
- In the absence of the Dame, liaising with parents on medical, domestic or logistic matters.
- Supporting the Dame and House Master at functions and events. This is likely to include setting up beforehand, serving and washing up after events along with other members of house staff.
- As directed by the Dame, undertaking any administration as required for the effective functioning of College, liaising with central school teams (e.g. catering, central cleaning and maintenance) where necessary.
- Ensuring that all relevant information is communicated to the Dame and that the College's child protection procedures are adhered to at all times.
- Covering for the Dame during time off and being available at the required times to give out prescribed (or otherwise) medication to pupils and keep accurate written records and be familiar with medical procedures and know the Health Centre staff.

Last Updated: 25th October 2021

This role profile highlights the key tasks and responsibilities of the role, it is not designed to be an exhaustive list of duties. Roles naturally change and develop over time and it is expected that incumbents will perform tasks which are not included within their role profiles.

- Ensuring that appropriate standards of cleanliness are maintained in allocated rooms and areas of the house by cleaning in line with the expectations and standards set out by the Central Cleaning team. Your cleaning tasks, including relevant training in this area, comes under the supervision of the Housekeeping Supervisor.
- You will be required to attend all training sessions and meetings that might be necessary for you carry out your professional duties, including pastoral and Health and Safety matters, and training related to the cleaning aspects of your role.
- Demonstrating a commitment to equality, diversity & inclusion.
- Demonstrating a commitment to safeguarding and promoting the welfare of children.
- Responsible for weekly checks throughout the boarding house, in line with National Minimum Standards and the reporting of any issues in a timely manner (e.g. Checking safety latches on windows, functioning of appropriate lighting, etc.)
- Commitment to and promotion of equality, diversity and inclusion;
- All positions at Eton are classed as 'regulated activity' as per the Keeping Children Safe in Education 2022 guidance, therefore a good understanding of safeguarding procedures is essential;
- Commitment to safeguarding and promoting the welfare of children, including but not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
- Understand and comply with procedures and legislation relating to confidentiality.

Skills and Competencies Required

To be successful in this role, the incumbent should have:

- A flexible approach to work and a 'can do' attitude;
- A high standard of verbal and written communication skills, with the ability to flex your style to communicate with a variety of different people;
- The ability to nurture good working relationships with other departments;
- The ability to work using your own initiative whilst also being happy to take direction from the Dame House Master and Housekeeping Supervisor;
- Confidence in your own abilities and to deal with challenging situations;
- Previous experience of handling administration and good computer skills – particularly Word, Excel and Outlook;
- An understanding of when to resolve a problem on your own, and when to ask for help.
- The flexibility to work within a dual reporting line structure

Ideally, you will also have:

- Previous experience of working in a pastoral role for children or young adults
- An awareness of the Children's Act and Safeguarding and Child Protection;
- First Aid or relevant medical training;
- A clean and valid driving license.

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ROLE PROFILE

Working Pattern

- You will be working term time. (You will be paid over 12 months)

Disclosure Checks

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as 'regulated activity', whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment. All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.

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