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| **Job Title** | **Holland House Dame's Assistant (live - in)** |
| **Reports to** | **Dame and Housekeeping Supervisor (dual reporting line)** |

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| **Job Purpose** |
| As a Dame’s Assistant you will 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. You will report into the Dame for your pastoral activities, and you will report into the Housekeeping Supervisor for the portion of your role that involves cleaning. Your primary reporting line is to the Dame.This is a ‘live-in’ role, meaning you will live in accommodation within College. You will provide cover for the Dame during periods of time-off and absence and will be part of an overnight on-call duty rota throughout the week Alongside other house staff, you will also support an agreed number of house functions and events during the year, which may be outside of your normal working hours.This role is term time only with the exception of up to four days at the beginning and end of each term; you will also work any bank holidays that fall within term time. |

 **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.
* 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.)

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| **Skills and Competencies Required** |
| To be successful in this role, you will need:* 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.

**Salary**The salary for this role at 42.5 hours per week is £17,185.98 based on a Full Time Equivalent (FTE) salary of £17,185.98 per annum.**Working Pattern**A normal working week will consists of 40 - 45.5 hours per week (to be confirmed), working across 6 days of the week including weekends. Your exact working hours will be by agreement with your line managers however the hours worked will mainly be in the afternoon and evenings (breakdown of hours to be discussed at interview) and reasonable levels of flexibility is expected to best support the needs of the house when necessary. Including your annual leave entitlement, your working year comprises of 40.6 weeks. This working pattern covers the College’s term-time plus up to four days before the start and at the end of each term.You will be required to support with a minimum of four house functions per year, which could take place at times that you do not normally work. These functions are normally: St Andrews Day celebrations, Fourth of June celebrations, Leavers’ Lunch and Founders’ Feast. You may also be asked to support with a reasonable number of additional house-specific functions on request.**Holidays**Four weeks’ paid statutory holiday per annum, plus Bank Holidays which are also paid. When a Bank Holiday falls during a School term there is a requirement to work on that day which is already included in the salary. You are required to take your paid holidays (including any additional days in lieu) during the school holidays, excluding the required days before the start and end of term which are times you are required to be at work.  |

**Closing date:**