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| **Job Title** | Dame |
| **Reports to** | House Master |

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| **Job Purpose** |
| The Dame plays a fundamental role in both the pastoral care of Eton’s pupils and ensuring that our boarding houses operate as effectively as possible. Supporting the House Master within a particular boarding house you will supervise and provide care for around 55 pupils. Together with the House Master, Resident Tutor (if applicable) and Dame’s Assistant you will ensure the physical, social, academic, and emotional wellbeing of every pupil within the House. As Dame you will have particular responsibility for the medical care, supervision and presentation of pupils, and play a pivotal role in caring for and nurturing boarders within the house.The resident House team is normally comprised of four individuals: the House Master, a Resident Tutor, the Dame and a Dame’s Assistant. You will work as a team, led by the House Master, and you will directly manage the Dame’s Assistant, who will provide cover for you and deputise for you during your time away from the house. The houses are also supported by a variety of centrally-employed employees (such as housekeeping, maintenance and catering). As Dame you will have day-to-day responsibility for the overall standards of cleanliness and catering (if relevant) within the boarding house, and you will work closely with the Supervisors and Heads of these central teams to ensure standards are maintained.  |

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| **Key Tasks and Responsibilities** |
| * To support and work with the House Master to ensure the efficient and compliant management of the boarding house, and to help develop a culture of mutual respect, tolerance and kindness within the house (amongst both pupils and staff).
* To promote and safeguard the welfare of the pupils for whom you are responsible, or with whom you come into contact, adhering to the school’s Safeguarding procedures and Child Protection Policy and processes at all times, reporting any concerns regarding actual or potential risks in line with the school’s policies.
* To provide a high level of pastoral care for individual boys through direct interest and personal support and through interaction and communication with the House Master and the rest of the House team.
* To create develop and sustain excellent working relationships with the parents, the House Master, Resident Tutor (if applicable), Dame’s Assistant, central staff and suppliers to ensure the smooth running of the House.
* To provide cover for the House Master and assume full responsibility for the House where necessary.
* To operate within the school's code of practice for health and safety, and its policies and procedures including pupil care, personal property, behaviour (including countering bullying and substance misuse), and child protection.
* To line manage the Dame’s Assistant, ensuring that performance is appropriately monitored, appraisals carried out, and when the role becomes vacant, effective recruitment is carried out.
* To provide the relevant Heads of centralised departments including Housekeeping, Catering and Maintenance, with feedback about their staff teams working in the House so that effective annual appraisals can be completed.
* To maintain budgetary control for all House purchases, with the exception of the Entertainment budget and House Games Account which are reviewed by the House Master, and in Catering houses the day-to-day catering budget which is managed by the Catering Director.
* To attend regular meetings as required with the House Master, Deputy House Master, Resident House Tutor (if applicable), House Tutors, House Assistants and Dame’s Assistant, to ensure proper communication of pupil welfare concerns and any issues relating to the House, and with relevant members of central teams (such as the Cleaning Duty Managers and Catering Manager) regarding other matters of importance in the House.
* To maintain confidentiality in all matters relating to the school and pupils (unless it relates to a safeguarding issue, whereby you will follow the Safeguarding procedures in place).
* To work with the wider body of Dames in order to share best practice across houses, attending such meetings as may be reasonably required.

Pupils and Parents* To work closely with the House Master to ensure an appropriate student recruitment, admission and induction process is delivered, which reflects the high standards of Eton, but which is tailored to the individual ethos of the House (for example this may include leading House tours, interviewing parents and prospective pupils, etc.).
* To administer authorised absences of pupils in the House, using Staff Workstation wherever appropriate.
* To attend House sporting fixtures (whenever possible) and College-wide events in support of the pupils within the House.
* To be jointly responsible with the House Master for the care, supervision, cleanliness, presentation of pupils and disciplinary ethos within the House, coordinating and liaising with other boarding staff as necessary.
* Helping to create a culture of mutual respect between everyone in the House, pupils and members of staff alike.
* To be aware of the School Dress rules, and oversee the Dame’s Assistant to ensure pupils have all the items they require, that they have a good standard of clothing, that clothing is sent to and returned from the laundry, appropriate repair or replacement of garments is organised, and that unmarked clothing is monitored and returned to the correct pupils.
* To be a representative of the House to parents and the Eton Community, and to communicate with parents concerning domestic, welfare and medical matters (whilst keeping the House Master informed of the situation).
* To respond to all communications from parents in a timely manner, where possible within one working day (keeping the House Master appraised of the response as appropriate), and follow the school’s Parental Complaints Procedure if necessary.
* To contribute to the interviewing of prospective pupils and their families and induction arrangements for new pupils joining the house (including meeting with new boarders prior to their arrival to discuss the induction process and how to prepare for arrival).
* To work with the House Master and House team to give pupils the best possible start and ensure that any `settling in' problems are resolved.
* To provide a sympathetic presence in the House, and to be sensitive to those who are having difficulties coping with school life; liaising closely with other relevant staff (e.g. House staff, the Safeguarding Team, the Stephenson Centre for Wellbeing and the Health Centre) concerning the progress and welfare of pupils.
* Alongside other members of the House team, to provide support to pupils who may need additional assistance (e.g. SEND pupils, EAL pupils, scholarship/bursary pupils, overseas pupils, Looked-After pupils etc.) in a sensitive and understanding way.
* To instigate and implement the procedure within the Missing Pupil Policy when necessary.
* To be present at meals ensuring regular attendance by boys and overseeing their behaviour during that time.

Health and medical* Responsible for the general health and wellbeing of pupils in the House, holding formal daily surgeries after each meal, and complying at all times with the school’s Medical Care Policy and internal protocols. In the case of any doubt or concern about a pupil’s health, referring matters to the school’s medical staff (e.g. the Health Centre or the Stephenson Centre for Wellbeing).
* Responding to medical emergencies and routine appointments, escorting pupils as needed to the surgery, hospital, clinic, Health Centre etc.
* Following Health Centre protocols, taking all appropriate measures to prevent pupils storing medication in their rooms or self-medicating without authorisation, and to administer (along with other signatories on the House Drugs Protocol) all medication to pupils in line with the College’s published Medical Policy.
* Accurately record the allocation of medication, including controlled drugs, to pupils using the College’s approved recording documentation
* With the Dame’s Assistant, House Master and Resident Tutor (if applicable), be medically ‘on call’ to deal with emergencies and routine matters
* To attend to any sick pupils in bed in the House, ensuring that appropriate meals and care are provided.
* To ensure that appropriate pupil records are kept up to date and that they are stored securely (in line with the College’s document retention guidelines and GPDR requirements); and to liaise with school medical staff as appropriate in order to share any health or medical concerns.
* To perform and record regular medical stock takes and pill check audits, notifying the College Health Centre of any discrepancies and disposing (via the pharmacy) of any expired or unused medication.
* To undertake a comprehensive handover session with the Dame’s Assistant (recorded in the Handover Log or equivalent which is available to inspectors during every boarding inspection) at shift change periods
* To hold a relevant first aid qualification and to ensure your medical knowledge is up to date by attending the College’s required training sessions on First Aid, Controlled Drugs, Record Keeping, Anaphylaxis, emotional welfare and safeguarding, along with any others which may be deemed necessary.

Management of the House* To support the House Master with relevant administration to facilitate the smooth functioning of the house; to carry out household administrative processes using Microsoft packages or bespoke programmes, and keep up to date with all recording, reporting and filing.
* To oversee the submission and completion of all maintenance requests for the House so it is kept at a standard that complies with Health & Safety legislation at all times.
* To support the House Master with planned, termly fire drills and lockdown procedure drills (including ‘boarding time’ fire drills) and rectify any issues that may arise.
* To manage and co-ordinate House events, with the support of your Dame’s Assistant, as indicated by the House Social Calendar and requests from the House Master.
* To maintain overall responsibility for the presentation, cleanliness, comfort and safety of the House, liaising with central housekeeping, catering, and maintenance to resolve any issues that may occur. Where necessary taking on a ‘hands-on’ role temporarily to help resolve emergency issues in the House.
* To oversee the setting up and closing down of the House before the start and end of each Half, supervising the work of the central housekeeping catering and maintenance teams, and liaising with the Heads of these central functions as necessary and appropriate. The house must be left clean and secure at the start of each holiday period.
* To ensure that the relevant health and safety requirements are met and checks are accurately recorded, liaising with the school’s Health and Safety team and Maintenance department where necessary. Processes include, but are not limited to, Fire Alarms, COSHH Management recording, fire extinguisher checks, emergency lighting checks, Legionella checks, fridge temperature recording, and checking equipment for staff working at heights.
* To liaise with the central Catering team to plan and manage house functions, including those held within the Private Side for pupils’ families or staff connected to the House.
* To ensure the satisfactory provision of Chambers (mid-morning snack) and Messing Tea (afternoon snack) in terms of quality, allergy / health and safety considerations and behaviour of pupils during these times. The Dame is also expected to use these opportunities to spend time with the pupils whenever possible.
* In catering houses, to work closely with the central Catering Manager to ensure that the provision of meals is satisfactory, menus are nutritious and diverse and cater for the particular needs of the House, and that the House remains within its food budget.
* To undertake any training and gain any qualifications deemed necessary by the school.
* To carry out other such duties as may be reasonably required from time to time.
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| **Skills and Competencies Required** |
| To be considered for this role you will need:* Previous experience of pastoral care for children or young adults, and ideally previous experience in a similar role within a boarding school environment. An awareness of the Children’s Act, Safeguarding and Child Protection matters is also desirable.
* Good levels of literacy and numeracy.
* Proven experience of successfully undertaking complex administrative duties - experience of managing budgets would be desirable.
* To be confident using the Microsoft Office Suite of applications and the ability to quickly learn to use in-house computer software.
* Demonstrable line management experience.
* A nationally recognised First Aid qualification or the demonstrable ability to complete one immediately after appointment. An NVQ Level 2 (or equivalent) in Health and Social Care and /or a Professional Practice in Boarding Schools Certificate would be desirable.
* An understanding of Health and Safety practices; e.g. fire alarm testing and evacuation procedures, accident reporting, legionnaire’s testing, awareness of basic food hygiene and COSHH is also desirable.

You may be suitable for this role if, in addition to the above, you are:* An individual with an inherently flexible approach and a positive ‘can do’ attitude. You naturally flex your approach to meet the needs of the situation, and you’re happy to undertake the less glamorous tasks that come with the job.
* Someone with the desire to be fully involved with the life of a busy boarding school, and its pupils; you appreciate that life in a boarding school operates 24/7 and this can sometimes impact on your personal plans.
* You are naturally resilient, with an optimistic outlook. You recognise that the job can sometimes be demanding, but you are able to balance that against the wide variety of positive and exciting things about working in a supportive boarding environment.
* A born collaborator - you enjoy working as part of a team and you are happy to get stuck in and support your colleagues, whatever the task in hand.
* Naturally friendly and approachable with a passion for helping children to grow and develop.
* Someone with excellent attention to detail who take prides in their work – you’re keen to deliver the highest possible standards and you understand the impact your work has on pupils who are away from home, especially pupils who have recently joined the College and who are in unfamiliar surroundings.
* A great communicator – you can flex your style to communicate effectively to anyone, irrespective of whether that’s a parent, pupil, a member of staff, or others in the Eton community.
* Someone who is able to juggle a variety of competing priorities and you never let anything slip through the cracks.
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