



Position Description

Position title	Boarding House Manager (Middle School)
Position reports to	Director of Boarding
Tenure	Permanent (term time plus boarding start dates)
Date	August 2025

About St Margaret's

St Margaret's College offers a unique education for girls from Year 0 through to Year 13 for boarding and day girls. We have a dual pathway with NCEA and the International Baccalaureate Diploma programme and a strong emphasis on wellbeing and pastoral care as well as academic success. With a commitment to holistic education, balancing academic excellence with a multitude of co-curricular opportunities, St Margaret's College encourages students and staff to discover their passions and be the very best they can be.

A St Margaret's College education is founded on Anglican values with a focus on service and wellbeing and offered within a modern school environment promoting diversity, innovation, and sustainability. Each student is set up for success, joining a global alumni network of wāhine toa with the courage to embrace change, the confidence to lead, the desire to learn, and the drive to make a positive impact on the world.

Our Vision

To create empathetic, confident and connected global citizens who value personal excellence and strive to make a positive difference.

Our Purpose

Empowering girls to learn, live and lead.

Our Values

Integrity – Kia pono, Excellence – Kia kairangi, Resilience – Kia manawaroa, Equality – Kia tōkeke, Higher purpose - Te pūtake

Purpose of the position

To assist the Director of Boarding by managing the middle year groups in a boarding environment in order to provide for the physical, wellbeing and safety of all girls and staff. To also engage and keep parents well informed and welcomed into the Boarding environment.

Direct reports:

- Assistant House Manager
- Boarding House Tutors
- Weekend Activity Coordinators

Key Accountabilities

Accountability	Expected deliverables
Welcoming new and returning boarders and families	<ul style="list-style-type: none"> • Meeting and greeting parents/caregivers at the beginning and end of each term and maintain regular contact with them throughout the term • An orientation of facilities, systems, expectations and responsibilities are communicated and that the girls are familiar with the boarding house facilities and procedures at the start of the new school year • That new girls and families feel welcomed and included and parents and caregivers are aware of the boarding house routines and procedures, and feel reassured through the process.
Ensure the safety and security of all girls and staff at all times	<ul style="list-style-type: none"> • Adequate supervision and security measures are in place so that the whereabouts of the girls and the accountability for their whereabouts is totally up to date at all times • Girls are aware of the general house security and identified hazards, so that girls feel safe in their "home" • The facilitation of parents/caregivers' approval for leave is followed through and everyone is aware of the procedures • The girls keep their rooms and valuables secure at all times through encouragement and guidelines • Parents are confident that their daughters are safe through Health & Safety, medical and security procedures are in place and regularly communicated.
Ensure the physical, emotional and mental health of the girls is properly catered for	<ul style="list-style-type: none"> • Provide a fast response to any medical emergency • The boarding school and the school nurse are aware of any health concerns, they are responded to in a timely fashion and appropriately reported back on outcomes to both parents and the school • A healthy lifestyle is promoted by liaising with catering staff for any dietary requirements and promoting activities that are safe • Girls feel supported and trust that sensitive information is handled in a discrete and confidential manner and the girls feel heard and respected by: <ul style="list-style-type: none"> ○ Listening and being transparent with any outcomes and the handling of the information to parents and the school, with the girls being informed of the process ○ The girls are aware of the availability of the School Counsellors, Tutors and Deans.
Maintain positive relationships with parents through effective communication and transparency	<ul style="list-style-type: none"> • Maintain knowledge of boarding communications being sent to parents • Ensure parents feel that you have listened and acted, if appropriate, on their discussions/concerns and any issues are communicated with the Director of Boarding • You are open to look at each girl's/family's individual concerns or requirements and act accordingly • Attendance at boarding functions so that you are visible in other settings (as appropriate) • Flexibility for parents needs and foster positive relationships with them.

<p>Develop in the girls a collective and pastoral responsibility</p>	<ul style="list-style-type: none"> • Encourage empathy to other girl's needs, problems and difficulties of others and offer support as appropriate • The girls treat their own and others' belongings respectfully, securely, appropriately and tidily • Working with girls individually where and when required to encourage "restorative practice" • Guidance and support for social, emotional, or behavioural issues • Cultural sensitivity and being aware and respectful of the international and all other girls' traditions and other important cultural values.
<p>People Management</p>	<ul style="list-style-type: none"> • Day to day manage the Middle School boarding staff in achieving proactive engagement with all students and working alongside them to achieve this • Provide supervision, guidance and planning of inductions for any new staff alongside the Director of Boarding • Being part of the recruitment process for any new staff within Middle School boarding as required • Ensure homework and all activities with students is maintained to a high professional standard • Ensure the Weekend Supervisor is following the activity programmes agreed to with the Director of Boarding and meeting their requirements • Provide development and administration of annual reviews for all staff alongside the Director of Boarding • Advising the Director of Boarding of any disciplinary issues and work with the Director and HR to form a plan of action • With the Director, plan any professional development or team building activities with your staff • All administration is kept up to date and written documentation with staff on meeting, decisions, and clarified communication.
<p>Administration and Compliance</p>	<ul style="list-style-type: none"> • Ensure you know the whereabouts of the girls at all times with correct leave processes and parent approval in place, and where necessary put in writing • Support the Director of Boarding with boarding administration by completing administrative tasks in a timely fashion, maintaining records and administration of the girls' progress, health, emotional problems, achievements and that any misconduct issues are kept, filed and stored in a privacy area or system. • Ensure effective communication with House Managers, relevant Day School staff, School Nurse and Boarding staff and have appropriate information to respond in a coordinated manner to issues arising • Liaise with catering staff on meal numbers, special dietary needs and in-house supplies • Ensure the house and all its contents are maintained and cared for and maintain a system of reporting to and liaising with maintenance staff on repairs and maintenance as required • Liaise with cleaning staff on individual requirements. • Being available to clarify or discuss any important issues with the Director of Boarding.

Professional Responsibilities	<ul style="list-style-type: none"> • Maintain up to date knowledge of the Boarding Hostel Licence, School Student and Boarders Handbooks, In-house boarding policies, procedures and manual, relevant College policies and procedures, Pastoral Care of International Students Code of Practice and the Treaty of Waitangi • Ensure clear systems and guidelines for managing behaviour and encouraging good behaviour and positive choices are in place for the girls • Behavioural systems are seen to be clearly communicated and “fair” • If any undesirable behaviour happens, keep all relevant parties involved in any incident that occurs within the house and: <ul style="list-style-type: none"> ○ be involved with debrief with relevant parties in a timely manner after a serious incident ○ be able to record what happened, what went well and what needs to be improved upon ○ provide regular input and opportunities to discuss changes and improvement. • Up to date practices and information evolve as the position demands.
Being part of the St Margaret’s team	<ul style="list-style-type: none"> • Support boarding events i.e. themed dinners, Parent hospitality, compulsory weekends in, boarding Chapels, Wednesday sport, cross country, show and promote good role model behaviour • Your attendance at in-house and external professional development opportunities • Comply with and support all health and safety policies, guidelines and initiatives • Ensure all incidents, injuries and near misses are reported into PeopleSafe • Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct. • A current First Aid Certificate is maintained • Perform any other duties as reasonably required by the Director of Boarding • Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct.

Functional Relationships

- All students/ including international students
- Parents
- Boarding staff
- Day School staff
- Catering staff
- Health Centre
- Guidance team

Qualifications & Experience

- Ideally have experience in working with young female students
- Ability to quickly establish credibility, have a personal impact and build excellent working relationships, mindful of the special character of the school
- Experience with Boarding and an understanding of challenges this may present when students are away from home would be an advantage
- Experience in a working environment where everyone contributes to a well-functioning and happy boarding community
- Exceptional interpersonal skills
- Ideally experience working in a team environment.