



## Position Description

<b>Position title</b>	Boarding House Manager (Middle School)
<b>Position reports to</b>	Director of Boarding
<b>Tenure</b>	Permanent (term time plus boarding start dates)
<b>Date</b>	May 2026

### 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 a stable environment to ensure 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
<p>Welcoming new and returning boarders and families</p>	<ul style="list-style-type: none"> <li>• Meeting and greeting parents/caregivers at the beginning and end of each term and maintain regular contact with them throughout the term</li> <li>• 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</li> <li>• 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.</li> </ul>
<p>Ensure the safety and security of all girls and staff at all times</p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• Girls are aware of the general house security and identified hazards, so that girls feel safe in their "home"</li> <li>• The facilitation of parents/caregivers' approval for leave is followed through and everyone is aware of the procedures</li> <li>• The girls keep their rooms and valuables secure at all times through encouragement and guidelines</li> <li>• Parents are confident that their daughters are safe through Health &amp; Safety, medical and security procedures are in place and regularly communicated.</li> </ul>
<p>Ensure the physical, emotional and mental health of the girls is properly catered for</p>	<ul style="list-style-type: none"> <li>• Provide a fast response to any medical emergency</li> <li>• 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</li> <li>• A healthy lifestyle is promoted by liaising with catering staff for any dietary requirements and promoting activities that are safe</li> <li>• 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"> <li>○ 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</li> <li>○ The girls are aware of the availability of the School Counsellors, Tutors and Deans.</li> </ul> </li> </ul>
<p>Maintain positive relationships with parents through effective communication and transparency</p>	<ul style="list-style-type: none"> <li>• Maintain knowledge of boarding communications being sent to parents</li> <li>• 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</li> <li>• You are open to look at each girl's/family's individual concerns or requirements and act accordingly</li> <li>• Attendance at boarding functions so that you are visible in other settings (as appropriate)</li> <li>• Flexibility for parents needs and foster positive relationships with them.</li> </ul>

<p>Develop in the girls a collective and pastoral responsibility</p>	<ul style="list-style-type: none"> <li>• Encourage empathy to other girl's needs, problems and difficulties of others and offer support as appropriate</li> <li>• The girls treat their own and others' belongings respectfully, securely, appropriately and tidily</li> <li>• Working with girls individually where and when required to encourage "restorative practice"</li> <li>• Guidance and support for social, emotional, or behavioural issues</li> <li>• Cultural sensitivity and being aware and respectful of the international and all other girls' traditions and other important cultural values.</li> </ul>
<p>People Management</p>	<ul style="list-style-type: none"> <li>• Day to day manage the Middle School boarding staff in achieving proactive engagement with all students and working alongside them to achieve this</li> <li>• Provide supervision, guidance and planning of inductions for any new staff alongside the Director of Boarding</li> <li>• Being part of the recruitment process for any new staff within Middle School boarding as required</li> <li>• Ensure homework and all activities with students is maintained to a high professional standard</li> <li>• Ensure the Weekend Supervisor is following the activity programmes agreed to with the Director of Boarding and meeting their requirements</li> <li>• Provide development and administration of annual reviews for all staff alongside the Director of Boarding</li> <li>• Advising the Director of Boarding of any disciplinary issues and work with the Director and HR to form a plan of action</li> <li>• With the Director, plan any professional development or team building activities with your staff</li> <li>• All administration is kept up to date and written documentation with staff on meeting, decisions, and clarified communication.</li> </ul>
<p>Administration and Compliance</p>	<ul style="list-style-type: none"> <li>• 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</li> <li>• 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.</li> <li>• 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</li> <li>• Liaise with catering staff on meal numbers, special dietary needs and in-house supplies</li> <li>• 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</li> <li>• Liaise with cleaning staff on individual requirements.</li> <li>• Being available to clarify or discuss any important issues with the Director of Boarding.</li> </ul>

Professional Responsibilities	<ul style="list-style-type: none"> <li>• 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</li> <li>• Ensure clear systems and guidelines for managing behaviour and encouraging good behaviour and positive choices are in place for the girls</li> <li>• Behavioural systems are seen to be clearly communicated and “fair”</li> <li>• 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"> <li>○ be involved with debrief with relevant parties in a timely manner after a serious incident</li> <li>○ be able to record what happened, what went well and what needs to be improved upon</li> <li>○ provide regular input and opportunities to discuss changes and improvement.</li> </ul> </li> <li>• Up to date practices and information evolve as the position demands.</li> </ul>
Being part of the St Margaret’s team	<ul style="list-style-type: none"> <li>• 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</li> <li>• Your attendance at in-house and external professional development opportunities</li> <li>• Comply with and support all health and safety policies, guidelines and initiatives</li> <li>• Ensure all incidents, injuries and near misses are reported into PeopleSafe</li> <li>• Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct.</li> <li>• A current First Aid Certificate is maintained</li> <li>• Perform any other duties as reasonably required by the Director of Boarding</li> <li>• Understand and adhere to all St Margaret College procedures, policies, guidelines, and standards of integrity and conduct.</li> </ul>

### 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.