

JOB DESCRIPTION

Title	Matron
Institute/Department	Business, Investment and Commercial Services (BICS)
Reports to	Manager BICS
Location/Campus	Kukum Campus

Summary

To assist the Administration Officer on welfare needs and hostel accommodation services for students, and report or advise the Manager on disciplinary matters that involved students. To ensure students receive quality customer services at all levels in carrying out the functions.

Roles and responsibilities of Matron

Document key tasks in the following sections where they apply.

Administration.

- Allocate room for students at hostels.
- Bring sick students to the clinic, through normal procedures.
- Guide students during the orientation programme.

People management and teamwork

- Workout programs for students to do cleanup work in and around the hostel.
- Conduct counselling to students and/or refer students for further counselling are attended to and forwarded to the appropriate officer responsible.
- Appointing sub-matrons.

Business planning, reporting and management

- Report to the Administration Officer the needs of students, and listen to grievances.
- Explain to new and returning students the rule book.
- Report on incidents for disciplinary hearings.

Quality Assurance and customer satisfaction

- Carrying out inventory of furniture and other equipment in rooms.
- Carrying out regular inspections of hostel rooms and outside of the hostel.

Initiative

Any other duties within the officer's skill level as directed by Manager BICS.

Skills and attributes necessary in a matron position include:

Problem-solving and impact

- Report on incidents for disciplinary hearings.
- Guide students during the orientation programme.
- Conduct counselling to students and/or refer students for further counselling are attended to and forwarded to the appropriate officer responsible.

Resource management

- Carrying out inventory of furniture and other equipment in rooms.
- Carrying out regular inspections of hostel rooms and outside of the hostel.

Working Environment

- Workout programs for students to do cleanup work in and around the hostel.

Decision-making Authority

- Report to the Administration Officer the needs of students, and listen to grievances.

Minimum Qualifications Requirements –

Hold a relevant teaching degree /Diploma qualification in management /education and youth development.

Experience

Essential Position

- Have at least 3 years' experience in working with SINU students.
- Have a good command of both oral and written communication skills.
- Have good interpersonal, and communication skills.
- Be able to work with young people, and be sensitive to their needs.
- Have knowledge of counselling.
- Be on time for work, willing to take extra responsibilities and work during the hour.

Contract terms and conditions

The position is for five (5) years under an employment contract. Remunerations and benefits will according to the SINU Salary level for matron position under the General Support Services Stream. The contract is renewable subject to good performance.