

JOB DESCRIPTION

Title	Matron
Institute/Department	Business ,Investment and Commercial Service
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 advice Manager on disciplinary matters that involved students. To ensure students receive quality customer services at all levels in carrying out of 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.
- Provide guidance to student during orientation programme.

People management and teamwork

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

Business planning, reporting and management

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

Quality Assurance and customer satisfaction

- Carrying out inventory of furniture and other equipment's in rooms.
- Carrying out regular inspections of hostel rooms and outside of 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.
- Provide guidance to student during orientation programme.
- Conduct counseling to students and/or refer students for further counseling are attended to and forwarded to appropriate officer responsible.

Resource management

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

Working Environment

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

Decision making Authority

- Report to Administration Officer 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 work with SINU students.
- Have good command of both oral and written communications skills.
- Have good interpersonal, and communication skills.
- Be able to work with young people, and be sensitive to their needs.
- Have knowledge of counseling.
- Be on time for work, willing to take extra responsibilities and work during hour

Contract terms and conditions

The position is for three (3) years under an employment contract. Remunerations and benefits will according to SINU Salary level for matron position under the General Support Services Stream. The contract is renewable subject to good performance.