

House Manager

Ronald McDonald House Cardiff

Candidate Information Pack



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Eden-Olive's Story

Your support helps us to keep families near to their child in a hospital far from home, by providing free 'home away from home' accommodation minutes away from their child's bedside.

Eden-Olive was born five weeks prematurely, weighing only 3lb 8oz. Shortly after the birth Michelle and Wes received news that no family wants to hear – that their newborn daughter would require life-saving surgery.

Doctors confirmed she was suffering with Oesophageal Atresia (affects 1 in 4,500) and Tracheoesophageal Fistula, a diagnosis that meant her oesophagus and stomach weren't connected.

At only two days old, Michelle and Wes watched their baby girl head into life-saving surgery. Eden fought her way through the surgery and her parents knew that their daughter was going to spend a significant time in Cardiff Children's Hospital.

“We were so grateful for the comfort and support the House provided during the most difficult and troubling first ten months of Eden's life. It became like a “second home” with supportive and sensitive staff who were always aware of our situation. Being able to live so close to Eden meant we could focus on her health and not worry about how we would get to the hospital, what hotel we could stay in or how much it would cost.”

They found comfort in being able to speak to other parents going through similar experiences and taking part in activities run by staff to try and make life as normal as possible. They especially enjoyed the Parents' Pamper Evening. The House brought the family closer together and being able to stay in a family room meant that Eden's nine-year-old brother, Jesse, could come and visit her!

After 318 nights in our Cardiff House, Wes, Michelle and ten month old Eden-Olive left to begin their family life in Barry, South Wales.

Message from Jon Haward, Executive Director, Ronald McDonald House Charities UK

Hello,

Thank you for your interest in the role of House Manager with Ronald McDonald House Charities UK (RMHC UK) at our Ronald McDonald House in Cardiff. This is a diverse and highly rewarding role managing a team to ensure the highest standards of safety and hospitality is provided to families and visitors and the day-to-day practices that give rise to the smooth running of the House.

Keeping Families Close is at the heart of everything we do; we build and run Houses that provide a 'home away from home' for families who have a sick child in hospital. To do this, we recognise the importance of having strong support in our House teams.

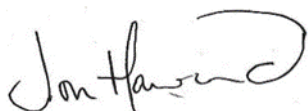
Our thirty bedroom house in Cardiff supports families with children in The Noah's Ark Children's Hospital and is situated directly outside the Hospital keeping families close to their children. In 2019 the House supported 608 families with sick children.

The successful candidate will provide leadership and development to a team of twelve and will report in to the Regional Operations Manager. Primary responsibilities are to create a safe and welcoming environment for families to stay at such a difficult time, motivate and lead a team to maintain high standards of family centred care, manage budgets, build strong supporter and volunteer network and all aspects of people management as a reporting manager.

The Job Description and Person Specification will tell you more about the role and the kind of person we are looking for. Our website (www.rmhc.org.uk) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

If this opportunity excites you and RMHC UK is something you can wholeheartedly support, then I very much look forward to hearing from you.

Yours sincerely,



Jon Haward
Executive Director
Ronald McDonald House Charities UK

RMHC UK...Who we are and what we do

Our History

Ronald McDonald House Charities was born out of the unlikely partnership of Dr Audrey Evans, an oncologist at the Children's Hospital of Philadelphia, McDonald's and an American Football team, the Philadelphia Eagles.

A player for the Philadelphia Eagles, had a daughter suffering from leukaemia, which prompted the team to raise in excess of \$100,000 dollars to support the hospital. Dr Evans and her team were extremely grateful and shared her need for another \$32,000 to fund the build of a house where families of the children in the hospital could get proper rest, away from the ward.

McDonald's were using the Eagles' players as part of an advertising campaign and offered to donate the proceeds from sales of their 'shamrock shake' to help build the House and asked that the House be known as the Ronald McDonald House; and on 15 October 1974, the first Ronald McDonald House opened its doors in Philadelphia, USA. From this date Ronald McDonald House Charities has spread across the world, forming new and independent branches in over 50 regions and countries.

In the UK, Ronald McDonald House Charities was established as an independent charity in 1989. Our Houses not only provide families with accommodation, but with a space where they can rest, cook and take time out from the hospital, so they can continue to stay strong for their child. Children that require specialist medical care often have to travel long distances to receive treatment. Our Houses are located next to specialist children's hospitals; there are currently 14 Ronald McDonald Houses here in the UK.



RMHC UK...Who are we?



Our Supporters

McDonald's played an integral role in helping us raise money to build the very first House in the USA; here in the UK we have been McDonald's charity of choice since 1989. The biggest gift that McDonald's and their franchisees have given us is the opportunity to place our collection boxes in their restaurants across the UK.

McDonald's crew and franchisees take part in regular events and fundraising activities in restaurants to support the Charity and is our largest stream of income generation. McDonald's also provide us with desk space at their Regional Offices, use of their resources, office support functions and benefits for our employees.

We also receive support and donations from their suppliers which include Coca-Cola, Martin Brower, Leo Burnett, The Marketing Store, Veolia and Linney Group to name a few.

Telstra (telecommunications) supported the Charity through sports events, cooking family dinners in our Houses and helping make our Houses a home.

J.P Morgan chose to support our Charity for their annual Volunteer Week; one of their teams created cardboard cars for our families to enjoy a drive-through cinema.

Royal Bank of Canada has made significant contributions across the Charity; from selecting us as one of the charities to benefit from their annual Trade for the kids, giving rooms a fresh lick of paint, to cooking meals for families.

More information about our supporters can be found on our website at;

<https://www.rmhc.org.uk/who-we-are/our-supporters>

Our Houses

The Charity has been supporting families with children in hospital for 30 years here in the UK. We have 11 Houses in the UK that provide families with free accommodation and support when a child is in hospital – for as long as they need it. This year we are excited to be able to offer more rooms to families as we opened our larger House at the John Radcliffe Hospital in Oxford in May and at the new Edinburgh Royal Hospital for Children and Young People is planned to open in



As a parent having a seriously ill child in hospital is really tough. Instead of cots, bedtime routines and playtime, it's all about wires, machines and medical terminology. It can be a very frightening and emotional time. Our Houses are all built close to children's hospitals but for some families while the child requires specialist treatment such as cancer or organ specialist centres this could mean they are miles away from home.

We know that on average, families can travel over 100 miles a day just to see their child, others sleep and eat in their cars or in a chair at the side of the bed; some people find their jobs at risk and many have siblings that require routine and attention from mom and dad.

What we offer is unique and special – Keeping Families Close is at the heart of everything we do.

Free accommodation means private bedrooms for up to four family members, with their own en-suite bathroom and bedding and linen. It means having access to a kitchen area where they can make a hot meal and eat with their family to try to keep things as normal as possible away from the intensity of the ward environment, catching up on sleep, doing laundry or relaxing in a communal lounge or play area for brothers and sisters. Where we can offer Day Passes, we do – meaning that families who aren't staying on one of our Houses can come and use all of the communal facilities.

The House Manager and team will work to provide a home from home environment for the families staying with us. Please take a look at the work we do at www.rmhc.org.uk



The Role



Ronald McDonald
House Charities™
United Kingdom

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Job Title: House Manager

Reports to: Regional Operations Manager

Location: Ronald McDonald House
Heath Park Way
Cardiff
CF14 4AY

Contract: Permanent 35 Hours per week (5 days Monday to Sunday)

Job Purpose

As the House Manager you will be responsible for the running of our thirty bedroom House in Cardiff. You will be the line manager for a team of twelve employees, manage a budget, build external relationships including key hospital staff and local supporters and the Cardiff House Board of Governors. Maintain standards of operations associated with away from home accommodation.

Key Responsibilities

- Oversee the day-to-day running of the House taking in to account that the House is operational 24-hours a day by balancing the challenge of communal living and creating supportive 'home from home' environment while achieving financial and operational efficiencies
- Control House budgets and manage accounts. Manage expenditure throughout the year working to an agreed budget and income target and producing the relevant reports
- Raise awareness primarily on a local basis while supporting national campaigns
- Provide regular reports to Board of Governors, and Ronald McDonald House Charities
- Implement and follow-up on all Ronald McDonald House Charities Policies and House Rules including H&S, Employment Law, Security and General Data Protection Regulations Driving the strategic planning agenda with the Board of Governors and Ronald McDonald House Charities
- Build strong relationships with the hospital at all levels and build relationships within the hospital community
- Be able to manage effectively crisis and conflict management situations. You will be the main 'Out of Hours' emergency point of contact and responsible for notifying the relevant people in any situation
- Recruitment, retention and development of a high performing team
- Good knowledge of all HR practices i.e. completing appraisals, employee development plans, managing employee conduct, creating an inclusive workforce and fostering a positive workplace culture



Ronald McDonald
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United Kingdom

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Knowledge and Experience

- Experience of line management
- Experience of working/managing in a communal living environment (not essential)
- Experience of achieving targets with agreed expenditure budgets
- Experience of using database to record accurate information
- Direct experience of delivering high quality customer care

Skills and Abilities

- Ability to manage a team to achieve targets
- Excellent verbal and written communication skills, with confidence communicating with a wide range of audiences
- Ability to build and maintain relationships
- Good IT skills
- The ability to manage a wide range of activities, prioritise own workload, deal with conflicting demands and unforeseen circumstances
- Be able to show empathy while maintaining professional boundaries
- Demonstrates an understanding of and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Ability and motivation to deliver high quality work with minimum supervision
- Understands or willing to learn medical terminology most frequently used by resident families

Things We All Do

- Respect diversity and work diplomatically with a variety of different audiences
- Show cultural and interpersonal sensitivity, working well with each other
- Promote the Vision, Mission and core values of RMHC
- Attend and assist at RMHC UK events and activities

Summary of Benefits Package



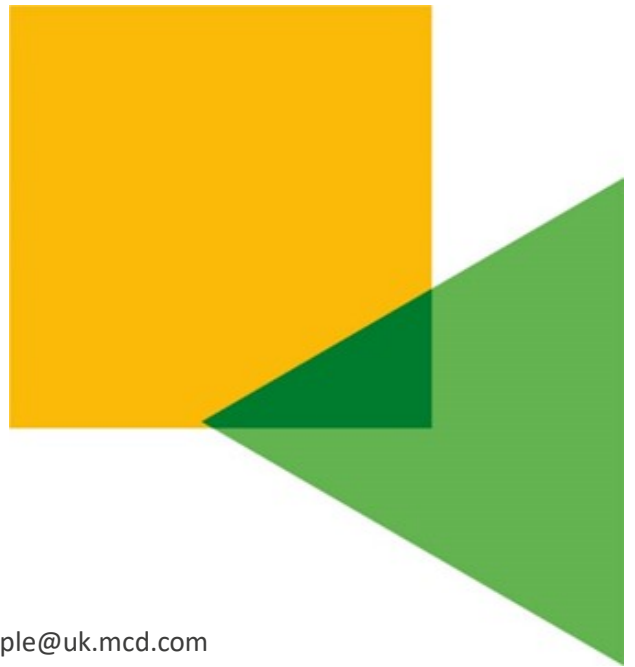
We are able to offer the successful applicant a highly competitive salary and benefits package as below:

Salary	£31,000.00 per annum
Hours of Work	Permanent. Full-time hours are 35 per week A normal working day is 8 hours with one hour for lunch. Hours of work are between 7:00am and 9:00pm Monday to Sunday
Holiday	36 days rising to 38 days after 3 years' service (including Bank Holidays)
Employee Discount Scheme	You will have access to a discount through Rewards Gateway; this includes discounts on some menu items from McDonald's Restaurants Limited and discounts from a wide variety of High Street and online retailers
Service Awards	To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of high street stores
Private Healthcare	We give all staff, their spouse or civil partner and any dependent children up to the age of 25 free membership of a private medical care scheme after 6 months' service
Pension Scheme	RMHC UK offers a Stakeholder Pension Plan to all salaried employees
Life Assurance	RMHC UK offers a minimum cover of 1 x annual salary
Training and Development	We aim to create a learning environment that enables all our employees to be proficient in their job and to feel that they make a valuable contribution to the Charity's overall achievement. You will be able to request time to train or to undertake accredited programmes leading to a qualification, or, for unaccredited training, request assistance to help you develop skills related to your job

How to Apply...

Closing Date:

28 August 2020



Applications should be sent to Human Resources at RMHC.People@uk.mcd.com

The closing date for applications is midnight on 28 August 2020

Please enclose:

- A full CV outlining your career history to date. Please include details of your latest remuneration and benefits.
- A covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying.
- A completed application form

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for first interview.

We look forward to hearing from you...



@RMHCUK

Ronald McDonald House Charities UK is an independent charity registered in England and Wales (802047) and in Scotland (SC040717).

www.rmhc.org.uk