



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

Assistant Facilities Manager

(12 Month Fixed Term Contract)

Ronald McDonald House Charities UK Candidate Information Pack



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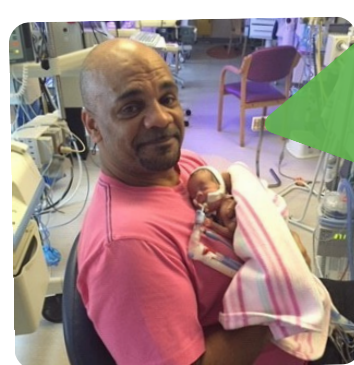
Hope's story

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.

BB When Hope was born at just 24 weeks she could fit in the palm of my hand. I slept in a chair at the hospital for the first three weeks of Hope's life because there was no other option available to me. Then a room became available at the Ronald McDonald House Camberwell and I stayed there with my family for about six months.

It's a truly amazing charity. The team at the House are a lifeline for somebody to talk to after spending hours each day in a hospital environment. They're always there to help.

As you may imagine, Hope's first few months of life were very intense and she had numerous health issues, one of which was chronic lung disease. This won't change until she's five when lung tissue rejuvenates in every child. The doctors and staff at King's College Hospital are fantastic and gave Hope the very best care and attention, allowing us to move Hope to a hospital nearer home six months later.



However, during those uncertain months, to be given a lovely room with its own bathroom at the Ronald McDonald House allowed my family to function with some semblance of normality at a truly stressful time. In addition to the wonderful staff, the communal kitchen and lounge areas meant that we were able to connect with other families going through a similar time with their children. We remain friends with some of the people we met there.

We were at the Ronald McDonald House over Christmas, when Hope was just a month old. The staff made sure that we were able to celebrate Christmas with our eldest daughter, Faith, with a beautiful tree, presents for everyone and a cheery, festive atmosphere prevailed. Faith was even allowed to help the staff on reception, so she was definitely made to feel part of the Ronald McDonald House Charities "family".

Now, four years later, Hope has overcome her many obstacles and attends nursery with her friends. She's still quite tiny, but certainly makes her opinions known!

I didn't know about the Ronald McDonald House Charities before we needed to use it. It was unquestionably a lifeline for myself and my family. Everybody has a different story in the Camberwell House and everybody tries to help each other.

I don't believe I will ever be able to repay the House for what it has given us, but I am a huge champion of the Charity and do whatever I can to show my appreciation of their dedication to families like mine – whether that is by donating items to the House, or fundraising. My aim is to raise £2,000-£3,000 per year and I'm happy to say that this target is always "smashed". I had a lot of friends and acquaintances friends who didn't know about the Ronald McDonald House Charities before... well, they do now!



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

Hello,

Thank you for your interest in our current vacancy with Ronald McDonald House Charities UK (RMHC UK). 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.


The newly formed Estates and Development Team are entering an exciting phase and we are looking for someone to help set up the new department, planning of Estates and Facilities tasks, processes and procedures and generally keeping things on track. It's a multifaceted role involving lots of contact and interaction with all the Houses, the House management teams and the suppliers who undertake maintenance work for us.

You will be a proactive and positive individual with excellent organisational and interpersonal skills with the welfare and wellbeing of the families and staff at the forefront of all your work. You will assist the Head of Facilities Management in maintaining the Houses and ensuring there is minimal down time that will impact the Service Delivery team and our families.

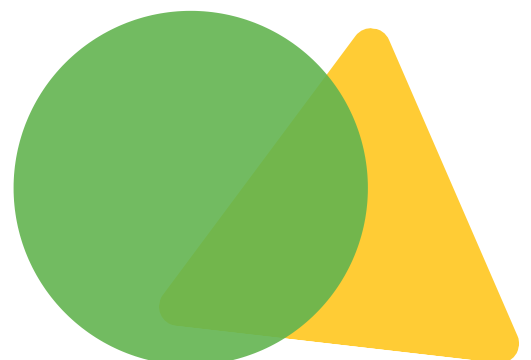
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website (www.rmhc.org.uk) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

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 are we?



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 the 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. They 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, and we have 12 Ronald McDonald Houses in the UK.

 Camberwell King's College Hospital London	 Tooting St George's Hospital London	 Moorfields Moorfields Eye Hospital	 Oxford Oxford Children's Hospital
 Arrowe Park Arrowe Park Hospital	 Cardiff Noah's Ark Children's Hospital	 Birmingham Birmingham Children's Hospital	 Brighton Royal Alexandra Children's Hospital and Trevor Mann Baby Unit, Brighton
 Manchester Royal Manchester Children's Hospital and St Mary's Neonatal Unit	 Southampton Southampton Royal Children's Hospital and Princess Anne Hospital	 Evelina London Evelina London Children's Hospital	 Edinburgh Royal Hospital for Children and Young People

RMHC UK: Who are we?

We help families stay close to their children in hospital by providing free accommodation in our homely and welcoming Ronald McDonald Houses.

In an average year, we support over 6,000 families, providing a safe and supportive environment right by the children's hospital. We save families more than £1,800 in out of pocket accommodation expenses.

The best medical care for children isn't always close to home. Families often find themselves travelling long distances to get to their child's hospital. In 2020, on average families lived more than 70 miles from the hospital their child was in.

A Ronald McDonald House is more than just a place to stay. We run free activities and events to entertain siblings and bring families together. We are there for them during difficult times and we are there to celebrate important milestones.

We believe that families together are stronger. And getting adequate sleep, food and time away from the ward, allows parents to fully participate in their child's medical journey. Families can stay for as long as their child is in hospital.

McDonald's

One of our founding organisations, McDonald's has supported the Charity in the UK since the very beginning, in 1989. They display collection boxes in restaurants, hold fundraising days and do so much more.



Job Description and Person Specification



Ronald McDonald
House Charities™
United Kingdom

Job Title: Assistant Facilities Manager

Reports to: Head of Facilities Management

Location: Position to be located at either:
RMHC Regional Office, c/o McDonald's Restaurants Ltd, 6
Victoria Road, Sutton Coldfield B72 1SY; Or
Ronald McDonald House Birmingham 21 St Mary's Row,
Birmingham B4 6NY

Contract: 12 Month Fixed Term Contract

Job Purpose:

To support the Head of Facilities Management to ensure statutory compliance, due diligence and best practice in relation to maintenance, repair, health and safety. Updating, coordinating and tracking all paperwork, both hard and soft copies. To assist the Head of Facilities Management in maintaining the Houses and ensuring there is minimal down time that will impact the Service Delivery team and our families.

Key Responsibilities

Maintenance

- Assist the Head of FM in the creation and implementation of the annual maintenance plan
- Ensure all planned maintenance tasks are undertaken and that all Statutory Compliance tasks are completed as a priority
- Ensure that all maintenance requests are attended to
- Assist the Head of FM in providing technical support and advise on building maintenance to the House teams
- Oversee the maintenance management system (CMMS)
- Produce report against the monthly maintenance plan
- Perform periodic maintenance audits at all the Houses
- Assist the Head of FM to operate a Maintenance Management System:
 - Scheduling preventative maintenance works
 - Reviewing and ordering corrective works for the properties
 - Maintaining an accurate records of service visits, corrective repairs and expenditure
 - Reporting on the maintenance service component of the House operations



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Contractor management

- Coordinate and monitor the delivery of maintenance services to the Houses. This includes measurement against key performance indicators and performance monitoring of contractors, and ensuring that services are performed to the levels and frequencies as set out in the individual service contracts
- Assist the Head of FM to conduct periodic contract service reviews
- Provide technical assessments of contractor reports and quotations and make recommendations to the Head of FM

Health, Safety and Risk Management

- Be a H&S advocate for Houses
- Ensure all suppliers and contractors are fully compliant;

Customers and stakeholders

- Establish positive relationships the House Manager, Maintenance Personnel, Wider House Team and contractor/suppliers
- Liaise with Contractor maintenance operatives and technicians

Miscellaneous

- All other reasonable duties from time to time as directed by the Head of Facilities Management and/or Director of Estates

Personal accountability

- Use initiative to resolve issues and find solutions
- Contribute positively to the Estates Team
- Use initiative to resolve issues and find solutions
- Adhere to the requirements of Health and Safety and all other legislation

Technical Skills

- Proficient in the use of IT systems and software specifically Teams, Excel, Word and Outlook

Experience

- Experience of dealing with and managing high volumes of telephone and e-mail enquiries
- Ability to effectively prioritise workload to meet departmental and organisational timelines
- Possess good interpersonal skills and have the ability to work on your own and as part of a team
- A minimum of 2 years experience in Facilities
- IWFM or BIFM qualification (Desirable)

Values

- Respects an inclusive workplace and works diplomatically with a variety of different people
- Carry out work with integrity and in accordance with the Charity values
- Shows cultural and interpersonal sensitivity, working well within a team

Summary of Benefits Package



We are able to offer the successful applicant a highly competitive salary and benefits package.

Pay	£25,000 per annum. (12 Month Fixed Term Contract)
Hours of Work	35 hours per week. Shift work between the hours of 7am and 9pm, Monday - Friday.
Holiday	28 days (Plus 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.
Pension Scheme	RMHC UK offers a Stakeholder Pension Plan to all salaried employees. This pension plan includes a minimum of cover of 1x annual salary life assurance.
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: Monday 16 August 2021

Applications should be sent to:

Emma Rogers, Head of Facilities Management, via
RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on
Monday 16 August 2021.

Please enclose:

- A completed application form
- A CV
- A cover letter

All applications will be considered immediately after the closing date and candidates will be contacted by Sunday 22 August and informed if they have been shortlisted for a interview held week commencing Monday 23 August 2021.

Interviews will be conducted by Richard Farish, Director of Estates and Development and Emma Rogers, Head of Facilities Management