



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

# House Manager

## Ronald McDonald House Camberwell

### Candidate Information Pack



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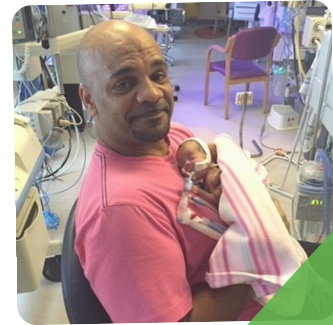
# Hope's story

**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.**

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. To do this, we recognise the importance of having strong support in our House team. This is a diverse and highly rewarding role; you will ensure the highest standards of safety and hospitality to families and visitors and the day-to-day practices that give rise to the smooth running of the House.

Our 24-bedroom House in Camberwell supports families with children in King's College Hospital. The House is situated on Windsor Walk, just a short walk to the children's wards, keeping families close to their children. In 2019 the House supported over 500 families with sick children.

The successful candidate will provide leadership and development to your team 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 about the role itself and detail the kind of person we are looking for. Our website ([www.rmhc.org.uk](http://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 there are currently 12 Ronald McDonald Houses here in the UK.

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



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<b>Job Title:</b>	House Manager
<b>Reports to:</b>	Regional Operations Manager
<b>Location:</b>	Ronald McDonald House Camberwell 6-9 Windsor Walk London SE5 8BB
<b>Contract:</b>	Permanent, full-time: 35 Hours.

## Job Purpose:

As the House Manager you will be responsible for the running of our 24-bedroom House in Camberwell, South London. You will be the line manager to the Deputy Manager and have a team of eight employees reporting directly to you, manage a budget, build external relationships - including key hospital staff, local supporters and the Camberwell House Board of Governors - and maintain standards of operations associated with home 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 UK
- Implement and follow-up on all Ronald McDonald House Charities UK 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 UK
- 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

## Key Responsibilities

- 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



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## Person Specification:

### Experience and Skills

- 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

### 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

### Values

- · 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.

<b>Pay</b>	Competitive Salary + Regional weighting allowance per annum
<b>Hours of Work</b>	35 hours per week. Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> .
<b>Holiday</b>	36 days (including Bank Holidays) increasing by 2 days after three years' service.
<b>Employee Discount Scheme</b>	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.
<b>Service Awards</b>	To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of high street stores.
<b>Private Healthcare</b>	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.
<b>Pension Scheme</b>	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.
<b>Training and Development</b>	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**

Please send applications to Lee Wickins, Regional Operations Manager, via:

**RMHC.Recruitment@uk.mcd.com**

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

**Please enclose:**

- Current CV
- Covering letter
- Completed application form

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

Interviews will be held at Ronald McDonald House Camberwell.