

# Deputy House

# Manager

# Ronald McDonald House Evelina

# London

## Candidate Information Pack



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™



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# 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 59-bedroom house in London supports families with children in Evelina Children's Hospital. The House is situated a few minutes walk from the Hospital, keeping families close to their children. In 2018 the House supported 837 families with sick children.

Working with your House team and reporting to your House Manager, you will strive to create a safe and welcoming environment for our families to stay at such difficult times. The right candidate will be a motivated, committed and relational individual who is proactive and can plan and prioritise work effectively.

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



# Baby Mia'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.**



Baby Mia was seven months old and had just started nursery when she developed a cold which she couldn't quite seem to shake off – but mum Anjna and dad Simon weren't too worried. With Simon on a business trip to China, Anjna had already taken Mia to the doctor a couple of times and nothing seemed to be wrong. But with the discovery of a strange lump on Mia's side, the family's life would change forever.

"I was alarmed because she had a lump in her side and it didn't make sense, the lump was very abnormal – it was in a strange place. She wasn't sitting up yet so it was a very strange lump to have,' says Anjna. "It all accelerated very quickly. One morning she came up with little red freckles and bruises on her skin, along with other lumps. It alarmed me, and we were told to go to hospital right away. We took her to the children's ward at our local hospital and they did a few observations and asked what felt like a million questions... I could feel something wasn't right."



Anjna couldn't believe how quickly the diagnosis came from there. "They had to take some blood from her which was a horrific experience to have to take blood from a child, and they had to put a cannula in straight away which on a seven-month child is just shocking to experience. They didn't even wait for the blood results... the child cancer specialist doctor came straight away and told me."

Anjna struggled to accept the reality of what was happening to her family. "It didn't really register as it can't happen to a child. From that moment I felt like I'd entered a wind tunnel, there's just light and noise and observations, there's doctors coming in and out, you're looking at this child and you can't believe what they're saying. I had to tell Simon over the phone – it's like a bomb went off in our lives." Amongst the shock and horror of the diagnosis, where Anjna and Simon might stay while Mia was treated didn't even register. "You can't believe any of this is true." Anjna recalls. "That evening the blood results arrived. It was leukaemia."

Ronald McDonald House Charities UK's home at Birmingham Children's Hospital, kept Anjna, Simon and Mia as close as possible throughout her treatment so that Anjna and Simon didn't miss a precious moment. "I'm so glad we got that help," says Anjna. I could just shout at everyone and say, please donate to that charity. We learned it would cost £25 a night for a family and we spent 240 odd nights there. Donations made it possible for us. Please give as much as you can because it's life-changing for these people – it's life-saving, for the families who are trying to be strong for their sick children.

Today, Mia loves to dance. "When the music comes on she just stops what she's doing and throws her hands in the air," smiles Simon. "Considering what she's going through, she's always smiling, people always comment on it, her smile just lights up the room. And I hope it continues to do that for the rest of her life."



# 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.

 <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



Ronald McDonald  
House Charities™  
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<b>Job Title:</b>	Deputy House Manager
<b>Reports to:</b>	House Manager
<b>Location:</b>	Ronald McDonald House Evelina London 216 Lambeth Road London SE1 7JY
<b>Contract:</b>	Permanent: 5 days per week including weekend and evening working

## Role Purpose:

- To work alongside the House Manager and team to create a strong dynamic and inclusive working environment
- To be an ambassador of and follow-up on all Ronald McDonald House Charities Policies
- Assist with producing and managing House budgets
- Take responsibility for the House Operations

## Key Responsibilities:

- Coach and lead a team of House Assistants, Housekeepers and other operations supporting roles to balance the challenge of communal living & creating a supportive home from home environment
- Work with House teams to allocate rooms and standardise family introductions to the House
- Coordinate administration and operational duties within the team
- To ensure all fundraising opportunities are forwarded on appropriately and ensure the relationship with gift in kind donors is nurtured
- To establish and develop valuable donor relationships, ensuring all fundraising opportunities are explored and passed on appropriately
- To work to an agreed budget and understand the importance of maintaining tight controls within the House
- Ensures personnel files are accurate and comply with Charity and legal regulations
- Understands and follows policies and procedures for the House's key control system
- Oversee full and proper use of database systems



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## **Key Responsibilities:**

- Manage the House team schedule
- Manage House volunteers
- To increase family engagement including attending House events and activities
- Build and maintain relationships with internal and external stakeholders
- Be fully flexible to provide on call duties on a regular basis to be shared with the House Manager

## **Person Specification**

### **Knowledge and Experience:**

- Experience of line management
- Experience of working/managing in a communal living environment (desired not essential)
- Basic understanding of employee relations i.e. disciplinary investigation and performance systems

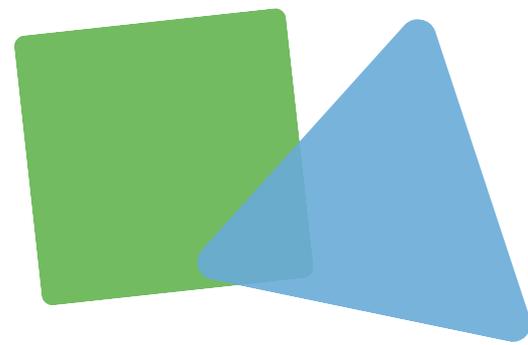
### **Skills and Abilities:**

- Ability to manage a team to achieve high standards of Family Services and build and maintain relationships
- Excellent verbal and written communication skills and confidence in communicating with a wide range of audiences
- Good IT skills
- Be able to show empathy while maintaining professional boundaries
- Demonstrates an understanding of and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Understands or willing to learn medical terminology most frequently used by resident families

### **Things We All Do:**

- Respects diversity and works diplomatically with a variety of different audiences
- Shows cultural and interpersonal sensitivity, working well with each other
- Promote the Vision, Mission and core values of RMHC
- Attend and assist at RMHC 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>	£27,000 per annum (Plus London weighting allowance).
<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 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: Wednesday 20 October 2021**

**Applications should be sent to:**

Richard Francis, House Manager:

RMHC.Recruitment@uk.mcd.com

If you would like to talk about the role before applying, please call: 0203 040 1888

The closing date for applications is midnight on Wednesday 20 October 2021.

**Please enclose:**

- A completed application form
- A full CV
- A cover letter (desired but not essential)

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for a first-stage interview to be held provisionally on week beginning 25 October 2020.

Interviews will be conducted by Richard Francis, House Manager and another member of the Operations Management Team.