

# Housekeeper



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

## Ronald McDonald House Southampton Candidate Information Pack



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

Hello,

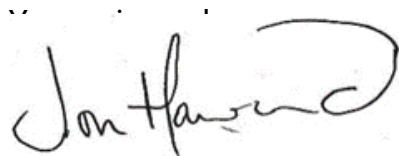
Thank you for your interest in our current vacancy with Ronald McDonald House Charities UK (RMHC UK). Keeping families close is at the heart of everything we do; we build and run Houses that provide a 'home away from home' for families who have a sick child in hospital. To do this, we recognise the importance 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 53 bedroom house in Southampton supports families with children in the Southampton General Hospital and Princess Anne Hospital. The House is situated on Tremona Road and is just a short walk to the Children's wards, keeping families close to their children. In 2019 the House supported over 1000 families with sick children.

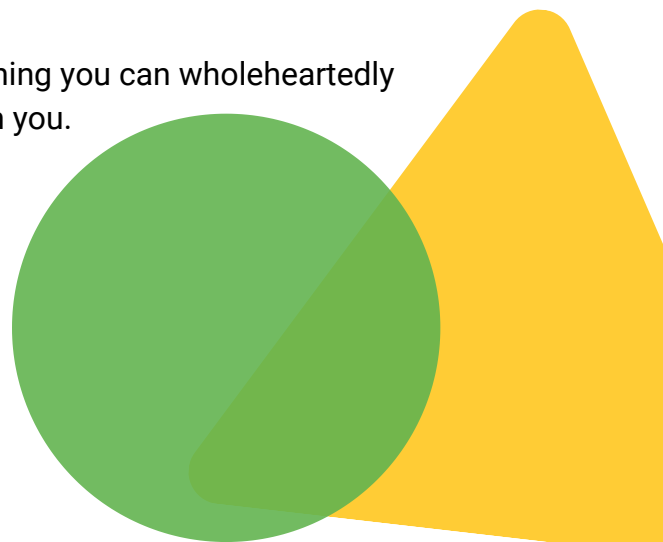
Working with your House team and reporting to your Deputy House Manager, you will strive to create an excellent, safe and welcoming environment for our families to stay at such difficult times. The right candidate will be a motivated, committed and relational individual who is proactive and can plan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



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.

 <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

# Loraya'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 she was pregnant, Letitia was told that her baby would have a heart condition called tetralogy of Fallot; a combination of four congenital abnormalities, as well as exomphalos, a weakness of the baby's abdominal wall.

As a result, Letitia couldn't give birth in her local hospital, in Milton Keynes. Loraya was born in John Radcliffe Hospital, in Oxford, instead then whisked off to Southampton Hospital for surgery on her oesophagus shortly afterwards.

The family stayed in both Ronald McDonald House Southampton and Ronald McDonald House Oxford over this period, before Loraya was transferred back to Milton Keynes, at eight weeks.



In January 2019, Loraya underwent open heart surgery, to close the hole in her heart caused by a double outlet right ventricle. With the hospital a two-hour drive from home, Letitia made the tough decision to relocate the family to Southampton for this period, so that they could stay close to Loraya throughout her treatment.

Being set up with a room in the House to base themselves also provided the family with some certainty, in an otherwise uncertain time. Letitia could do her food shopping and cook meals for the children, who enjoyed a bit of family time together in the House when Loraya was asleep in her hospital room.

"It was good for the children to have a bit of routine while we were there, too," Letitia said.

The family was told they should expect to be based there for around six months, until she was big enough for her next surgery.

"The staff are so lovely. They would always ask how Loraya was doing, we would chat to them and someone would give me a cup of tea. To a lot of people, it may not seem like a lot, but to us, it made a huge difference having such a great place to stay at an awful time."

# 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  
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**Job Title:** Housekeeper  
**Reports to:** Deputy House Manager  
**Location:** Southampton

**Contract:** Permanent, full time (35 hours per week). Part-time applicants will also be considered.

## Job Purpose:

As a Housekeeper you will ensure high standards of Health and Safety, hygiene and general wellbeing of families are maintained throughout the House. You will be required to maintain high standards of cleanliness, organisation and maintenance, prepare family rooms and implement Ronald McDonald House Charities UK policies.

## Key Responsibilities

- Maintain a clean, tidy and safe environment in the House
- Comply with Covid-19 specific cleaning guidelines and procedures in the House
- Promptly clean rooms to a high standard ready for families to be accommodated
- Deliver a high level of service for families and external visitors to the House
- Ensure maintenance of House equipment
- Report or fix any maintenance opportunities in a timely manner
- Manage time and tasks effectively
- Assist and support House volunteers
- Good awareness of other roles within the House team and Charity



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## **Person Specification:**

### **Experience and Skills**

- Previous experience of working in housekeeping, hospitality, maintenance or domestic or commercial cleaning role
- Strong interest in working to support families in need
- Ability to prioritise workload effectively
- Willingness to learn, improve and develop housekeeping skills
- Excellent interpersonal skills, customer focused with the ability to show empathy, tact and diplomacy
- A keen eye for detail and commitment in maintaining a high standard of work
- Fluent written and spoken English

### **Values**

- Respects an inclusive workplace and works diplomatically with a variety of different people
- 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.

<b>Pay</b>	£10.00 per hour
<b>Hours of Work</b>	Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> , and there may be times when we would ask you to cover annual leave etc.
<b>Holiday</b>	Statutory entitlement 28 days (including Bank Holidays) Pro-rata for part-time.
<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 free membership of a private medical care scheme after three years service
<b>Pension Scheme</b>	RMHC UK will automatically enrol you into our NEST workplace pension (there may be some exemptions)
<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 27 October 2021**

**Applications should be sent to:**

Deputy House Manager, Becky Baines at:

**Becky.baines@uk.mcd.com**

The closing date for applications is midnight on 27th October 2021.

**Please enclose:**

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

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