

# Maintenance Person

## Ronald McDonald House Cardiff

### 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. 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.

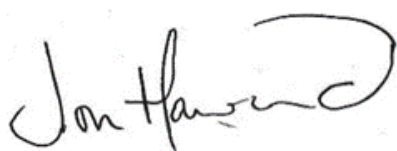
Our 30-bedroom House in Cardiff supports families with children in the Noah's Ark Hospital at the University of Wales. The House is situated, just across the road from Noah's Ark Hospital and in 2019 the House supported over 600 families with sick children so they could be near their sick child.

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.

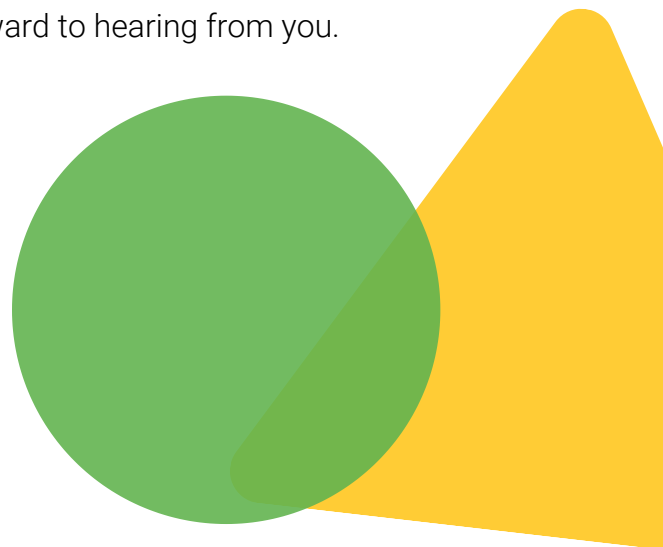
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website ([www.rmhc.org.uk](http://www.rmhc.org.uk)) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

If this opportunity excites you and Ronald McDonald House Charities 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



# 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.**



After various tests, it was apparent that Eden had contracted a rare condition (1 in 4,500) called Oesophageal Atresia, a condition that couldn't be confirmed until after her birth.

On 12 September, Michelle was taken in for an emergency C-Section. Eden-Olive was born five weeks prematurely, weighing only 3lb 8oz. Doctors began testing the newborn immediately and confirmed she was suffering with Oesophageal Atresia and Tracheoesophageal Fistula, a diagnosis that meant her oesophagus and stomach weren't connected. Consequently, being fed would cause her to choke and turn blue, needing resuscitation.

Shortly after Eden was born, Michelle and Wes received news that no family want to hear – that their newborn daughter would require life-saving surgery.



Unfortunately, news had not been much better during Michelle's pregnancy. During her 20-week scan, doctors had concerns about Eden's heart and liver and a few weeks later they discovered Eden had contracted a rare condition called Absent Ductus Venosus, which meant that the blood supply was bypassing the liver and heading straight for Eden's heart.

At only two days old, Michelle and Wes watched their baby girl head into life-saving surgery. Eden fought her way through the surgery. Afterwards, she was indefinitely hospitalised and began the long journey of recuperation.

Both Michelle and Wes were so grateful for the comfort and support the Ronald McDonald House Cardiff provided during the most difficult and troubling first ten months of Eden's life. For them, it became like a second home, with supportive and sensitive staff who were always aware of their situation. Being able to live so close to Eden meant that they could focus on her health and not worry about how they would get to the hospital, what hotel they would stay in or how much it would cost.

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

Despite the complications during her recovery, we are pleased to say that after 318 nights in our Cardiff House, Wes, Michelle and ten month old Eden-Olive left us on 29 July to begin their family life back in Barry, Wales. They have left the House with friends for life, a stronger family bond and just in time to celebrate Eden's first birthday!

# RMHC UK: Who are we?

## Our History

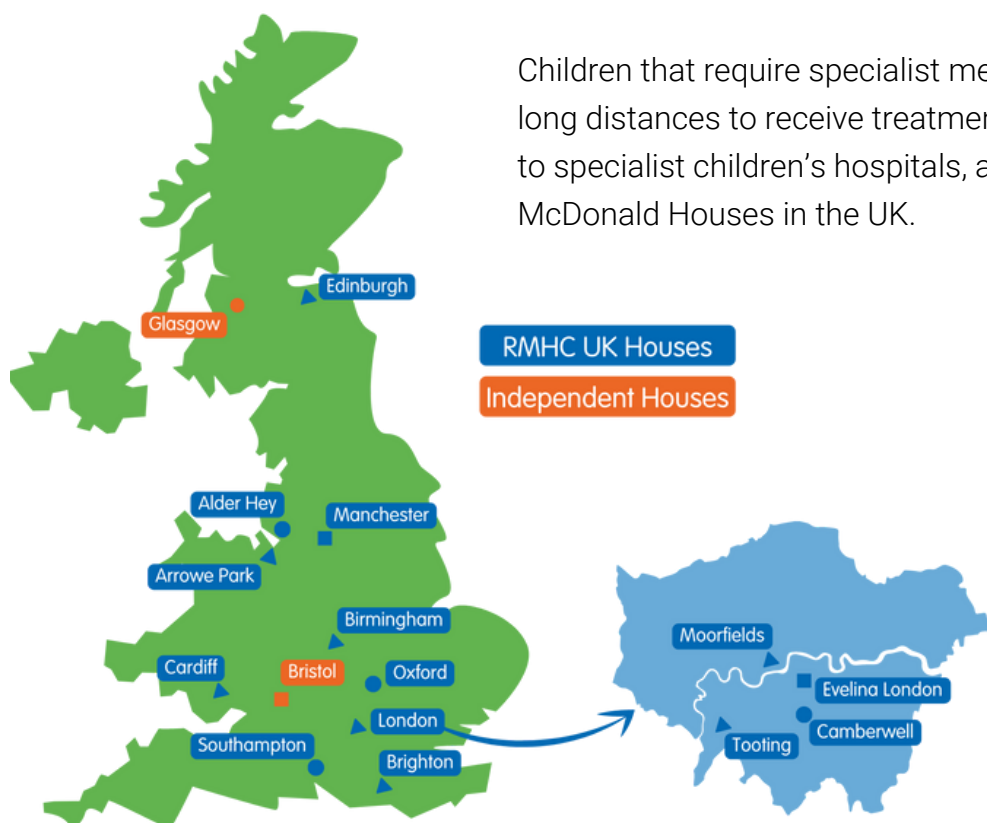
Ronald McDonald House Charities was born out of the unlikely partnership of Dr Audrey Evans, an oncologist at the Children's Hospital of Philadelphia, McDonald's and the American Football team, the Philadelphia Eagles.

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.

Ronald McDonald House Charities UK 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 13 Ronald McDonald Houses in the UK.





# 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:** Maintenance Person  
**Reports to:** Deputy House Manager  
**Location:** Ronald McDonald House Cardiff, Heath Park Way, Cardiff, CF14 4AY  
**Contract:** Permanent: Part-time 16 to 21 hrs per week

Shift work between the hours of 7am and 9pm, Monday - Sunday. There may be a requirement to work weekends, and there may be times when we would ask you to cover annual leave etc.

## Job Purpose:

Your role would be to support the House Manager and Deputy House Manager by keeping the building, garden and facilities maintained and in good order and ensuring that all rooms and facilities are available for use by families and staff.

To understand the workings and operation of the various electrical, heating, ventilation, plumbing and security systems, and to be able to operate them as well as carrying out maintenance, minor repairs, and general odd jobs that do not require a qualified trades-person.

## Key Responsibilities

- Perform regular checks in relation to Health & Safety such as weekly fire alarm and emergency light tests, fire door checks, water hygiene flushing, building tours etc and document accordingly
- Perform minor regular maintenance tasks such as cleaning filters, checking Heating, Ventilation and Air Conditioning (HVAC) systems, cleaning interior of fridges
- Perform minor reactive electrical maintenance that does not involve wiring, such as changing lamps, portable appliance testing, replacing fuses and resetting of MCBs or RCDs (where trained)
- Perform minor reactive plumbing maintenance such as replacing tap washers, toilet seat replacement, checking valves, tightening leaking joints, unblocking wastewater pipes/toilets
- Perform reactive joinery maintenance such as repairs to door locks and handles, hinge replacement, re-fixing noticeboards
- Minor grounds maintenance such as removal of litter, debris and leaves, cleaning of exterior signs, basic maintenance of garden, patio, landscaping, gardening, signage, pavements and gutters

## Key Responsibilities



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- Perform minor building repair work such as painting and decorating, resealing around baths, showers, sink tops, replacing broken ceramic tiles
- Responsible for maintaining in-house maintenance tools and equipment
- Ad hoc internal cleaning including windows, furniture and fixtures, roofs and lighting.
- Responsible for maintaining in-house maintenance tools and equipment
- Ensure risk assessments and method statements for maintenance and repair tasks are kept up to date
- Use the Computerised Management system to receive, log and track reactive maintenance work orders, and receive and record regular maintenance tasks and routine checks
- Contact and make arrangements for maintenance contractors to attend the House and perform regular maintenance or repairs. Including supervising any contractors and ensuring that they are working safely and adhering to their risk assessment and method statements
- Hold responsibility as a Fire Marshall/Warden and First Aider (training provided)
- Where applicable, liaise with Hospital Estates department and Ronald McDonald House Charities UK Estates and Development Department
- Ability to travel to other Houses to provide or receive training and support if required
- Liaise with local suppliers for materials
- Assisting with obtaining quotations from suppliers and contractors, raising purchase orders, signing off work and invoices in relation to maintenance work
- Be on hand to respond to Critical Building issues by attending the building and resolving issues where possible





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## **Person Specification:**

### **Experience and Skills**

- Strong interest in supporting families through extremely difficult times
- Ability to prioritise workload effectively
- Experience of delivering high quality customer service
- Experience of working in a communal living environment (Desirable)
- Experience of using a database to record accurate information (Desirable)

### **Skills and Abilities**

- Technical Skills
- Basic maintenance skills in a variety of disciplines (Essential)
- Familiarity with Fire and Health and Safety procedures (Essential)
- Ability to use relevant tools and equipment (Essential)
- ICT skills in operating computer-based systems e.g. entering data and retrieving information (Essential)
- Knowledge and experience of cleaning methods and systems (Desirable)

### **Qualifications (Desirable)**

- NVQ Plumbing/Electrical (or equivalent)
- Portable appliance testing
- Water Hygiene awareness (Legionella/Pseudomonas)

### **Values**

- Respects diversity and works diplomatically with a variety of different audiences
- Shows cultural and interpersonal sensitivity, working well within a team
- Promote the Vision, Mission and core values of Ronald McDonald House Charities UK



# Summary of Benefits Package



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

<b>Pay</b>	£12.00 per hour
<b>Holiday</b>	Statutory entitlement 28 days (including Bank Holidays). Pro-rata for part-time equivalent.
<b>Charity Sick Pay</b>	10 days Charity sick pay per year, after successful completion of probation period. Pro-rata for part-time equivalent.
<b>Employee Discount Scheme</b>	You will have access to a discount scheme through Rewards Gateway; this includes discounts from a wide variety of High Street and online retailers. You will also have access to discounts at McDonald's Restaurants.
<b>Private Healthcare</b>	We give all staff free membership of a private medical care scheme after three years service.
<b>Employee Assistance Programme</b>	You will have access to a 24/7 Employee Assistance Programme, including a free confidential counselling service.
<b>Service Awards</b>	To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of High Street and online retailers.
<b>Pension Scheme</b>	Ronald McDonald House Charities UK will automatically enrol you into our NESTworkplace pension (there may be some exemptions).
<b>Training and Development</b>	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: Sunday 22 May 2022**

**Applications should be sent to:**

Fred Jones, Deputy House Manager via  
[rmhc.recruitment@uk.mcd.com](mailto:rmhc.recruitment@uk.mcd.com)

The closing date for applications is midnight on  
**Sunday 22 May 2022.**

**Please enclose:**

- 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.

Interviews will be conducted by Fred Jones, Deputy House Manager, and a member of the Estates Department on Friday 27 May 2022.