



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™

House Assistant

Ronald McDonald House Bristol



Candidate Pack

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Information about the role

Job Title: House Assistant

Salary: £24,000 per annum (pro-rata for part-time)

Reports to: Deputy House Manager

Location: Ronald McDonald House Bristol
Royal Fort Rd,
Bristol
BS2 8DH

Contract: Permanent, part-time, up to 28 hours

Job Purpose:

As a House Assistant you will be first point of contact for families and will provide a strong administrative support to the Front of House role. You will work alongside other members of the House team to provide a supportive environment for resident families within a communal living setting which includes supervising House activities and events. You will be required to help maintain House standards associated with home away from home accommodation.

Key responsibilities will include:

- Providing strong administrative support to the House team, i.e. manage and maintain database systems, complete mandatory records
- Assisting with the day-to-day running of the House
- Providing a supportive environment for resident families within a communal living setting
- Delivering a high level of service to House residents and external visitors
- Managing the House referral process; liaising with hospital wards and updating the daily unaccommodated family file and make decisions for room allocations
- Managing the turnaround of bedrooms to accommodate the next priority family including checking them in and out
- Organising, supervising and participating in House activities and events
- Implementing and following up on all Ronald McDonald House Charities UK policies
- Assisting and supporting House volunteers as well as building and strengthening existing relationships with supporters



Information about the role

Person Specification

Knowledge and Experience:

- Strong interest in supporting families through extremely difficult times
- Experience of delivering high quality customer service
- Experience of using a database to record accurate information
- Experience of working in a communal living environment (preferred but not essential)

Skills and Abilities:

- Excellent verbal and written communication skills
- 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 and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Ability and motivation to deliver high quality work with minimum supervision
- Works well under pressure

Values:

- We celebrate the diversity of our people and our programmes
- We focus on the critical needs of children and their families
- We value our heritage
- We operate with accountability and transparency

Our Diversity Statement

We aim to cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences should be celebrated as this enables us to be a better team - one that makes better decisions, drives innovation, and delivers better results.

Equal Opportunities Employer:

The Charity is an equal opportunities employer and welcomes applications from all suitably qualified individuals regardless of race, ethnicity, religion, sex, gender identity, sexual orientation, disability, or age



Summary of benefits

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



Pay

£24,000 per annum (pro-rata for part-time).



Charity Sick Pay

20 days' Charity sick pay per tax year, after successful completion of probation period (pro-rata for part-time).



Private Healthcare and Employee Assistance Programme

We give all staff, their spouse or civil partner and any dependant children up to the age of 25 free membership of a private medical care scheme. You can also access a free Employee Assistance Programme and Doctor@Hand service.



Pension Scheme and Enhanced Life Assurance

The Charity offers a Stakeholder Pension Plan to all salaried employees. This pension includes a minimum of cover of 1x annual salary life assurance. You will have the option to upgrade your life assurance to 4x annual salary.



Holiday

36 days' annual leave entitlement (including bank holidays) per annum (pro-rata for part-time).



Training and Development

You can request time to train or to undertake accredited programmes leading to qualifications, or, for unaccredited training, request assistance to help you develop your skills related to your job.



Enhanced Family Friendly Leave

After one year's continuous service, you will be entitled to enhanced maternity, paternity and adoption leave.



Recognition

To celebrate major service anniversaries, we give all staff vouchers which you can redeem at a number of High Street and online retailers. The value of the vouchers increase each five years. Our employee of the quarter schemes recognises five employees each quarter with a £50 voucher.



Employee Discount Scheme

You will have access to a discount scheme through Rewards Gateway; this includes discounts from a wide variety of High Street and online retailers.

How to apply

Closing date:

Sunday 12 May 2024

All applications must be submitted before midnight on this date to be considered.

Please enclose:

- A full CV
- A cover letter specific to this role

Applications should be sent to:

RMHC Recruitment Team via:
rmhc.recruitment@uk.mcd.com

If you would like to talk about the role before applying, please call: 0203 892 0774 or email: rmhc.recruitment@uk.mcd.com.

All applications will be considered and then informed following the closing date if they have been shortlisted for a first-stage interview.



Our stories

Unexpected complications: Lilly's story

When 10-year-old Lilly was just five, an accident at a trampoline park caused her to break her leg and left her needing surgeries, including the insertion of a metal plate. On 10 May 2021, Lilly went into Noah's Ark Children's Hospital in Cardiff, for what should have been a routine procedure to have the plate removed. However, whilst she was being anaesthetised, unexpected complications arose as Lilly's airways closed, leaving her in a critical condition and in intensive care for several days.

Thankfully, after moving from intensive care to Owl Ward, where she spent another two weeks, Lilly finally got to go home. Lilly and her mum Amy are now hoping to fundraise thousands of pounds for Ronald McDonald House Charities UK, after Amy was accommodated at the Cardiff House during Lilly's unexpected hospital stay.



Fearing the worst: Sienna's story

When Marie's waters broke at 24 weeks pregnant with her second child, she was fearing the worst. Doctors said Marie's baby girl would have a 50/50 chance of survival. Two days later, Marie, from Eastbourne in East Sussex, gave birth to tiny baby Sienna at Brighton University Hospital. She weighed just 1lb 7oz. Sienna stayed in hospital for 96 days, during which time her family was accommodated at the Ronald McDonald House Brighton.

We call ourselves 'operation buddies': Noah's story

Noah, from Reading in Berkshire, was just four weeks old when he was diagnosed with congenital nephrotic syndrome, a condition causing the kidneys to leak large amounts of protein into the urine. The first child of his parents Jessie and Thomas, Noah spent the first six months of his life in hospital, during which time Ronald McDonald House Southampton provided free 'home from home' accommodation for his family.

In November 2021 baby Remy arrived, making Noah a proud big brother and just three months later, after several years of infusions and dialysis, Noah finally received a kidney transplant. Dad Thomas was his donor and they became 'operation buddies'. Noah is now back at nursery and looking forward to starting school in September.

