

# Deputy House Manager

## Ronald McDonald House Cardiff



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™



## Candidate Pack

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# Information about the role

**Job Title:** Deputy House Manager

**Salary:** £27,000 per annum

**Reports to:** House Manager

**Location:** Ronald McDonald House Cardiff  
Heath Park Way  
Cardiff  
CF14 4AY

**Contract:** Permanent: 35 Hours per week

## Job 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 UK policies
- Assist with producing and managing House budgets
- Take responsibility for the House operations in the House Manager's absence
- Support the House Manager in establishing and developing community and fundraising partnerships

## Key responsibilities will include:

- Coaching and leading a team of people and supporting roles to balance the challenge of communal living and creating a supportive home-from-home environment
- Working with the team to allocate rooms and standardise family introductions to the House
- Coordinating administration and operational duties within the team
- Establishing and developing valuable donor relationships, ensuring all fundraising opportunities are explored and passed on appropriately
- Working to an agreed budget and understanding the importance of maintaining tight controls within the House
- Ensuring personnel files are accurate and complying with Charity and legal regulations
- Understanding and following policies and procedures for the House's key control system
- Overseeing full and proper use of database systems
- Managing the House team schedule
- Managing House volunteers
- Being involved in House events and activities
- Building relationships with internal and external stakeholders
- Being fully flexible to provide on call duties on a regular basis to be shared with the House Manager



# Information about the role

## 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 House operations and build and maintain relationships
- Excellent verbal and written communication skills and confident 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

## Our 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

£27,000 per annum



## 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 and Sabbatical Leave

36 days' annual leave entitlement (including bank holidays) per annum (pro-rata for part-time), rising to 38 days (including bank holidays) after 3 years' service. You will be entitled to an eight-week paid sabbatical for every 10 years' continuous service.



## 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 6 October

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](mailto: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.

