

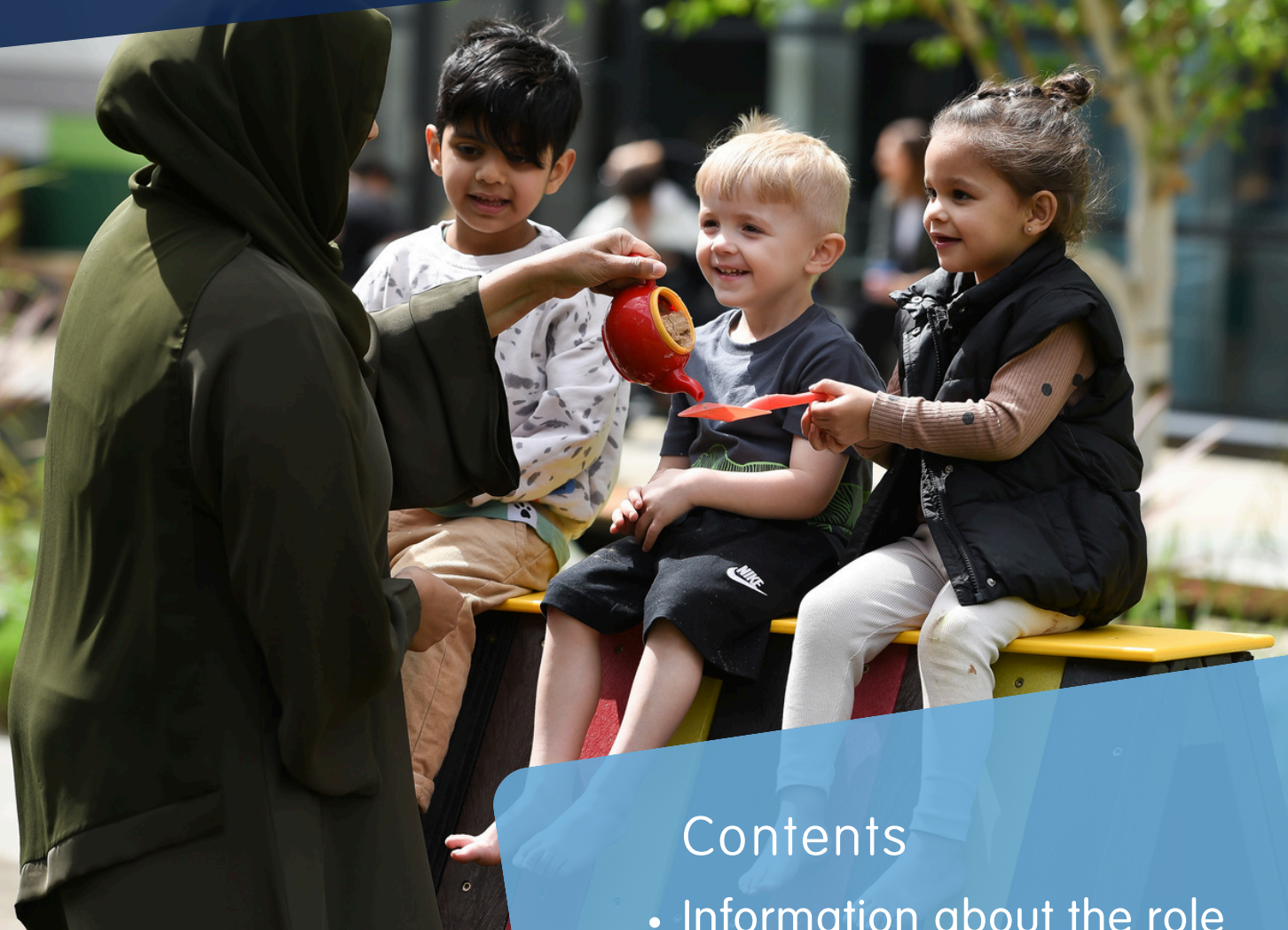
Supporter Care & Resource Centre Assistant

Ronald McDonald House Charities UK



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™



Candidate Pack

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Information about the role

Job Title: Supporter Care & Resource Centre Assistant

Salary: £22,000 per annum

Reports to: Supporter Care Manager

Location: Hybrid working - flexible on location

Contract: Full time - permanent contract

Job Purpose:

Our Supporter Care & Resource Centre Team sits within the heart of fundraising. This vibrant team is the first point of contact to many of our supporters and as such, will play an important role in giving them a high level of service and support with an empathetic approach. The team also offers support and works collaboratively with all other departments of the Charity, to help to achieve our aim of supporting families during their child's hospital stay. No day is the same in this role, and makes it an exciting opportunity for anyone starting or continuing their career within the charity sector.

Key responsibilities will include:

- Being the first point of contact for enquiries by phone, email or post
- Providing exceptional guidance through excellent written and oral communication to supporters, volunteers and internal and external stakeholders
- Supporting donor fundraising activities, providing them with fundraising materials and regular communication to help them feel valued
- Processing and reporting on donations made offline and online from a range of sources, including our website and fundraising platforms, such as JustGiving
- Assisting in the management of fundraising materials, posting materials on behalf of different teams, where required, and keeping stock levels maintained
- Providing tailored support to each internal fundraising team, including attending events
- Working at all times in compliance with the Fundraising Regulator's Code of Fundraising Practice, the General Data Protection Regulation (GDPR), and Ronald McDonald House Charities UK's fundraising policies.
- Undertaking general administration for departments, in particular the Income Generation team



Information about the role

Person Specification

Knowledge and Experience

- Experience of working in an administrative or customer care environment
- Good working knowledge and experience of using standard IT equipment and Microsoft Office including Word, Excel and Outlook
- Experience of using a database to record accurate information
- Experience of building and maintaining internal and external relationships
- Knowledge of GDPR and experience of its application

Skills and Abilities

- Effective verbal and written communication skills
- Excellent time management and organisational skills including a high degree of personal initiative
- Can assess and reprioritise when required
- Able to act with tact, diplomacy and confidentiality and deal with sensitive issues
- A flexible approach to work hours as there may be some weekend and evening hours required to fulfil fundraising commitments

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

£22,000 per annum.



Charity Sick Pay

20 days' Charity sick pay per tax year, (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

28 days' annual leave entitlement (plus bank holidays) per annum (pro-rata for part-time), rising to 30 days (plus bank holidays) after three years' service (pro-rata for part-time). 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 scheme 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 10 November 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: 0121 203 2004 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.

