

# House Assistant

## Ronald McDonald House Tooting



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™



## 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:** House Manager

**Location:** Ronald McDonald House Tooting,  
St George's Hospital, London, SW17 3DS

**Contract:** Permanent, 14 hours per week

## Job Purpose:

As a House Assistant you will assist the Manager with the day-to-day running of our House. In this Front of House, role you will be first point of contact for our families and will provide a strong administrative support to the House team. 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 also implement and follow-up with all Ronald McDonald House Charities UK Policies.

## Key responsibilities will include:

- Contributing to the day-to-day running of the House
- Maintaining database systems, and completing mandatory records (i.e. sensitive information relating to our consumers)
- Providing a supportive environment for resident families within a communal living setting
- Completing daily Health & Safety monitoring around the House
- Liaising with hospital wards, updating the daily unaccommodated family file and making decisions for room allocations
- Managing various internal and external stakeholders, including staff on hospital wards
- Completing family check in and check out processes
- Conducting House tours for potential donors and supporters
- Assisting and supporting House volunteers
- Organising, supervising and participating in family activity programmes
- Adhering to Ronald McDonald House Charities UK policies and procedures





# Information about the role

## Person Specification

### Knowledge and Experience:

- Experience of Front of House and/or delivering high quality customer service
- Experience of working in a communal living environment (preferred but not essential)
- Experience of using a database to record accurate information
- Experience of building and maintaining internal and external relationships
- Good understanding of Microsoft Office applications (including Microsoft Word, Excel and Teams)
- Knowledge GDPR and experience of its application

### Skills and Abilities:

- Excellent verbal and written communication skills
- Ability to assess and reprioritise when required
- Good listening skills and the ability to show empathy
- Enjoys working as part of a team
- Works with high levels of motivation and enthusiasm
- Ability to deliver high quality work with minimum supervision
- Ability to maintain professional boundaries in highly emotional situations

### 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.



# 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 (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 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:

Monday 14 April 2025

All applications must be submitted before midday 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)

If you would like to talk about the role before applying, please call: 0203 892 0774 or email: [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.

