



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

# House Assistant

## Ronald McDonald House Brighton

### Candidate Information Pack



#### Contents:

- Message from our Executive Director
- Ronald McDonald House Charities UK - Who we are and what we do
- Information about the role
- Summary of benefits
- How to apply

# 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 (RMHC 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 18 bedroom House in Brighton is split between two sites, with a 10-bedroom House within the Royal Alexandra Children's Hospital (RACH), and an eight-bedroom House on Abbey Road, just across from the Royal Sussex County hospital. We support families with children receiving specialist care from the Trevor Mann Baby Unit and the RACH. On average the House supports around 300 families a year. Working with your House team and reporting to your 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.

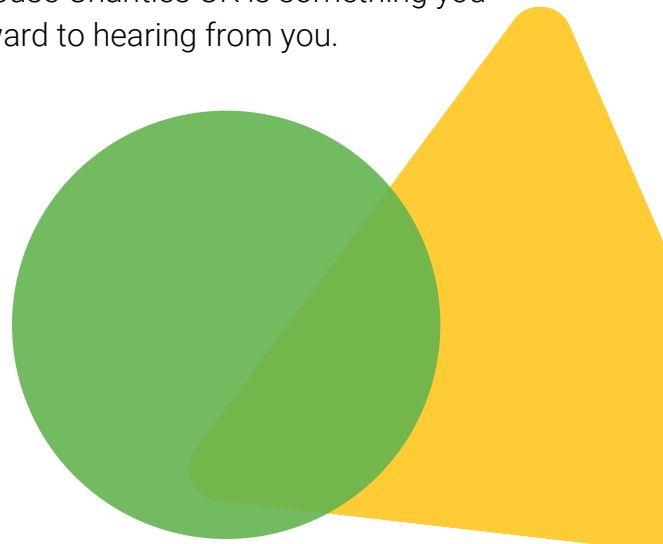
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website ([www.rmhc.org.uk](http://www.rmhc.org.uk)) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

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

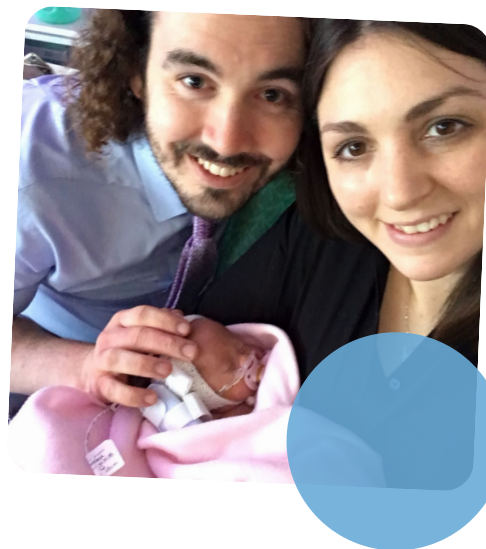


# Prior Family Story

**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.**

*"The House saved my family and kept us together, we will be forever grateful!" - Wren's mum, Fiona.*

Born at 28 weeks and three days gestation, Wren was born still in her amniotic sac weighing a tiny 822g. Initially, she was doing really well, needing very little respiratory support and was mostly in a stable condition. There were small hiccups in the first couple of weeks and she needed support for blood pressure, she had a bleed on the brain and a heart murmur. They suspected she had sepsis, but she was treated for this and was doing well.



One night, Wren's parents, Fiona and Stuart, received a terrifying call to say she had become extremely unwell, and that it was likely she would need an emergency transfer to the Trevor Mann Baby Unit (TMBU) in Brighton over an hour away. They had only been back in their local hospital for four days, and were now heading to a specialist hospital and being admitted to the highest level NICU. They had diagnosed Wren with NEC, a serious intestinal illness.

Wren spent 10 of her 14 weeks in hospital receiving care from the Trevor Mann Baby Unit in Brighton. Luckily, Fiona and Stuart were able to stay in our 'home away from home' right here at Ronald McDonald House Brighton.

They spent a full ten weeks in Brighton and only went home three or four times.

*"Being able to be a family and have everything we needed so we didn't have to travel anywhere else was crucial for us. My husband and I could just support each other and be there for Wren without any outside concerns. We focused purely on her, and that really pulled us through it." - Wren's Mum, Fiona.*

Now happy and healthy, Wren is thriving, very active, learning on target and choosing schools for next year.



# 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.

In the UK, 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 12 Ronald McDonald Houses in the UK.

 <b>Camberwell</b> King's College Hospital London	 <b>Tooting</b> St George's Hospital London	 <b>Moorfields</b> Moorfields Eye Hospital	 <b>Oxford</b> Oxford Children's Hospital
 <b>Arrowe Park</b> Arrowe Park Hospital	 <b>Cardiff</b> Noah's Ark Children's Hospital	 <b>Birmingham</b> Birmingham Children's Hospital	 <b>Brighton</b> Royal Alexandra Children's Hospital and Trevor Mann Baby Unit, Brighton
 <b>Manchester</b> Royal Manchester Children's Hospital and St Mary's Neonatal Unit	 <b>Southampton</b> Southampton Royal Children's Hospital and Princess Anne Hospital	 <b>Evelina London</b> Evelina London Children's Hospital	 <b>Edinburgh</b> Royal Hospital for Children and Young People



# RMHC UK: Who are we?

## Our Supporters

McDonald's played an integral role in helping us raise money to build the very first House in the USA; here in the UK we have been McDonald's Charity of choice since 1989.

The biggest gift that McDonald's and their franchisees have given us is the opportunity to place our collection boxes in their restaurants across the UK.

McDonald's crew and franchisees take part in regular events and fundraising activities in restaurants to support the Charity and is our largest stream of income generation. McDonald's also provide us with desk space at their Regional Offices, use of their resources, office support functions and benefits for our employees.

We also receive support and donations from their suppliers which include Coca-Cola, Martin Brower, Leo Burnett, The Marketing Store, Veolia and Linney Group to name a few.

Telstra (telecommunications) supported the Charity through sports events, cooking family dinners in our Houses and helping make our Houses a home.

J.P Morgan chose to support our Charity for their annual Volunteer Week; one of their teams created cardboard cars for our families to enjoy a drive-through cinema.

Royal Bank of Canada has made significant contributions across the Charity; from selecting us as one of the charities to benefit from their annual Trade for the Kids, giving rooms a fresh lick of paint, to cooking meals for families.



# Job Description and Person Specification



Ronald McDonald  
House Charities™  
United Kingdom

**Job Title:** House Assistant  
**Reports to:** House Manager  
**Location:** Ronald McDonald House Brighton  
21 Abbey Road  
Brighton, BN2 1HT  
**Contract:** Permanent, 21 Hours over 3 days per week

## Job Purpose:

As a House Assistant, you will assist with the day-to-day running of our 18-bedroom House. In this Front of House role you will be a 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 and our NHS partners, to provide a supportive and safe environment for families within a communal living setting.

Duties include assisting with operational and admin tasks, House activities, campaigns and events, and at times deputising for the House Manager in their absence.

## Key Responsibilities

- Contribute to the day-to-day running of the House
- Maintain database systems, and complete mandatory records (i.e. Sensitive information relating to our consumers)
- Provide a supportive environment for resident families within a communal living setting
- Complete daily Health & Safety monitoring around the House
- Liaise with Hospital wards and update the daily unaccommodated family file and make decisions for room allocations
- Stakeholder management with various internal and external stakeholders, including staff on Hospital wards
- Complete family check-in and out process
- Conduct House tours for potential donors and supporters
- Assist and support House volunteers
- Organise, supervise and participate in family activity programmes an honorary member of staff
- Adhere to Ronald McDonald House Charities UK and University Hospitals Sussex NHS Trust policies and procedures



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## **Person Specification:**

### **Experience 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 and application of GDPR

### **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 high levels of motivation and enthusiasm
- Ability to deliver high quality work with minimum supervision
- Ability to maintain professional boundaries in highly emotional situations

### **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>	£21,840 p/annum pro rata for part-time employees
<b>Hours of Work</b>	Shift work between the hours of 7am - 9pm, 3 days per week Monday - Sunday.
<b>Holiday</b>	Statutory entitlement 28 days (including Bank Holidays). 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 on some menu items from McDonald's Restaurants Limited and discounts from a wide variety of High Street and online retailers.
<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>Private Healthcare</b>	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
<b>Pension Scheme</b>	The Charity offers a Stakeholder Pension Plan to all salaried employees. This pension plan includes a minimum cover of 1x annual salary life assurance.
<b>Training and Development</b>	We aim to create a learning environment that enables all our employees to be proficient in their job and to feel that they make a valuable contribution to the Charity's overall achievement. 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: Friday 8 April 2022**

**Applications should be sent to:**

Sally Gabriel, House Manager via  
RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on  
**Friday 8 April 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 to be held week commencing 11 April 2022.

Interviews will be conducted by Sally Gabriel, House Manager.