

# Deputy House Manager



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

## Ronald McDonald House Edinburgh

### Candidate Information Pack



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# RMHC UK: Who are we?

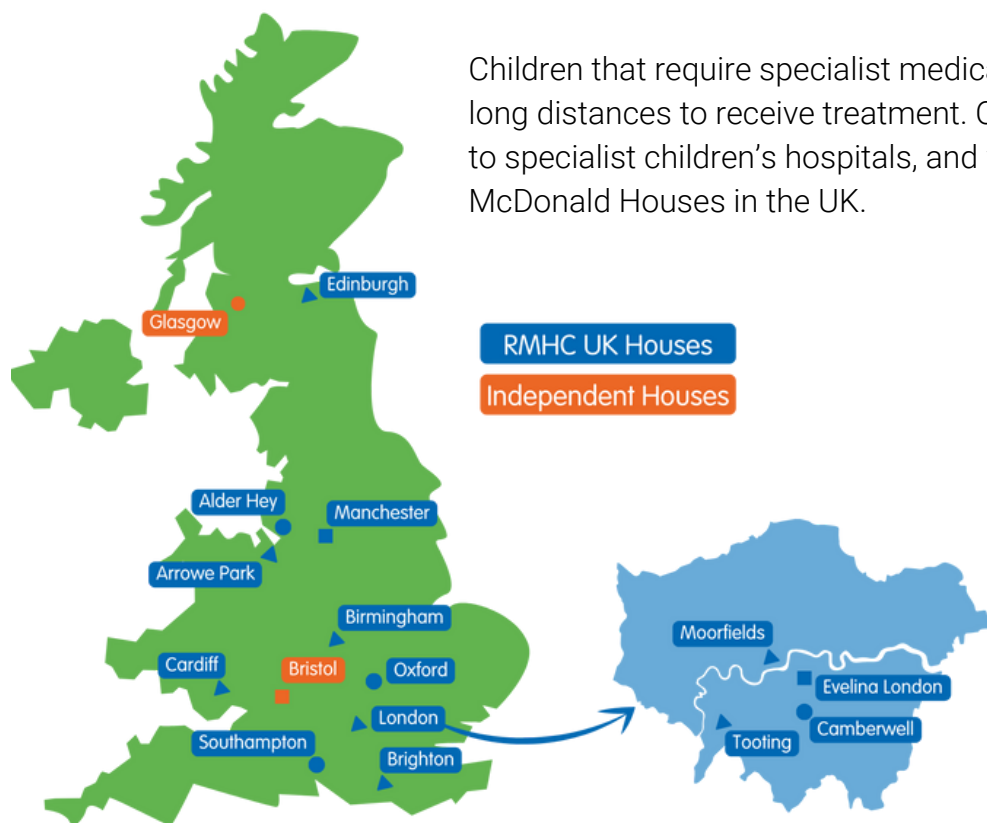
## Our History

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.

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.



# RMHC UK: Who are we?

We help families stay close to their children in hospital by providing free accommodation in our homely and welcoming Ronald McDonald Houses.

In an average year, we support over 6,000 families, providing a safe and supportive environment right by the children's hospital. In 2021, we saved families more than £1,240 in out of pocket accommodation expenses.

The best medical care for children isn't always close to home. Families often find themselves travelling long distances to get to their child's hospital. In 2021, on average families lived more than 62 miles from the hospital their child was in.

A Ronald McDonald House is more than just a place to stay. We run free activities and events to entertain siblings and bring families together. We are there for them during difficult times and we are there to celebrate important milestones.

We believe that families together are stronger. And getting adequate sleep, food and time away from the ward, allows parents to fully participate in their child's medical journey. Families can stay for as long as their child is in hospital.

## McDonald's

One of our founding organisations, McDonald's has supported the Charity in the UK since the very beginning, in 1989. They display collection boxes in restaurants, hold fundraising days and do so much more.



# Job Description and Person Specification



**Job Title:** Deputy House Manager

**Reports to:** House Manager

**Location:** Ronald McDonald House Edinburgh  
50 Little France Crescent  
Edinburgh  
EH16 4TJ

**Contract:** Permanent: 5 days per week with some weekend and evening working

## Role 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 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:

- Coach and lead a team of House Assistants, Housekeepers and other operations supporting roles to balance the challenge of communal living & creating a supportive home from home environment
- Work with House teams to allocate rooms and standardise family introductions to the House
- Coordinate administration and operational duties within the team
- To establishing and develop valuable donor relationships, ensuring all fundraising opportunities are explored and passed on appropriately
- To work to an agreed budget and understand the importance of maintaining tight controls within the House
- Ensures personnel files are accurate and comply with Charity and legal regulations
- Understands and follows policies and procedures for the House's key control system
- Oversee full and proper use of database systems



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## **Key Responsibilities:**

- Manage the House team schedule
- Manage House volunteers
- Be involved in House events and activities
- Build relationships with internal and external stakeholders
- Be fully flexible to provide on call duties on a regular basis to be shared with the House Manager

## **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

### **Things We All Do:**

- Respects diversity and works diplomatically with a variety of different audiences
- Shows cultural and interpersonal sensitivity, working well with each other
- Promote the Vision, Mission and core values of Ronald McDonald House Charities UK
- Attend and assist at Charity events and activities

# Summary of Benefits Package

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). 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.



## Service Award

To celebrate major service anniversaries, we give all staff vouchers which you can redeem at a number of High Street and online retailers.



## 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: Friday 7 October 2022**

**Applications should be sent to:**

Ross King, House Manager via  
RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on Friday 7 October 2022.

**Please enclose:**

- A full CV
- A covering letter

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for a first-stage interview. We reserve the right to contact candidate before the closing date of the advert.

# Eden-Olive's 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.**



After various tests, it was apparent that Eden had contracted a rare condition (1 in 4,500) called Oesophageal Atresia, a condition that couldn't be confirmed until after her birth.

On 12 September, Michelle was taken in for an emergency C-Section. Eden-Olive was born five weeks prematurely, weighing only 3lb 8oz. Doctors began testing the newborn immediately and confirmed she was suffering with Oesophageal Atresia and Tracheoesophageal Fistula, a diagnosis that meant her oesophagus and stomach weren't connected. Consequently, being fed would cause her to choke and turn blue, needing resuscitation.

Shortly after Eden was born, Michelle and Wes received news that no family want to hear – that their newborn daughter would require life-saving surgery.



Unfortunately, news had not been much better during Michelle's pregnancy. During her 20-week scan, doctors had concerns about Eden's heart and liver and a few weeks later they discovered Eden had contracted a rare condition called Absent Ductus Venosus, which meant that the blood supply was bypassing the liver and heading straight for Eden's heart.

At only two days old, Michelle and Wes watched their baby girl head into life-saving surgery. Eden fought her way through the surgery. Afterwards, she was indefinitely hospitalised and began the long journey of recuperation.

Both Michelle and Wes were so grateful for the comfort and support the Ronald McDonald House Cardiff provided during the most difficult and troubling first ten months of Eden's life. For them, it became like a second home, with supportive and sensitive staff who were always aware of their situation. Being able to live so close to Eden meant that they could focus on her health and not worry about how they would get to the hospital, what hotel they would stay in or how much it would cost.

Michelle and Wes found ease in being able to speak to the other parents going through similar experiences and taking part in activities run by staff to make life normal and fun in the House. They especially enjoyed the Parents' Pamper Evening. The House spirit and atmosphere brought the family closer together and having a family room meant that Eden's nine-year-old brother, Jesse, could come and visit her!

Despite the complications during her recovery, we are pleased to say that after 318 nights in our Cardiff House, Wes, Michelle and ten month old Eden-Olive left us on 29 July to begin their family life back in Barry, Wales. They have left the House with friends for life, a stronger family bond and just in time to celebrate Eden's first birthday!

