



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

# House Assistant

# Ronald McDonald House Birmingham

## 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. 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.

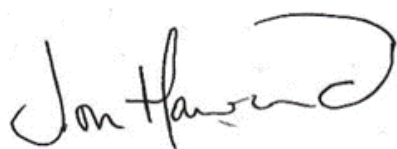
Our 66-bedroom house in Birmingham supports families with children in Birmingham Children's Hospital. The House is situated directly outside the Hospital, keeping families close to their children.

Working with our House team and reporting to your Deputy House Manager, you will strive to create a 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.

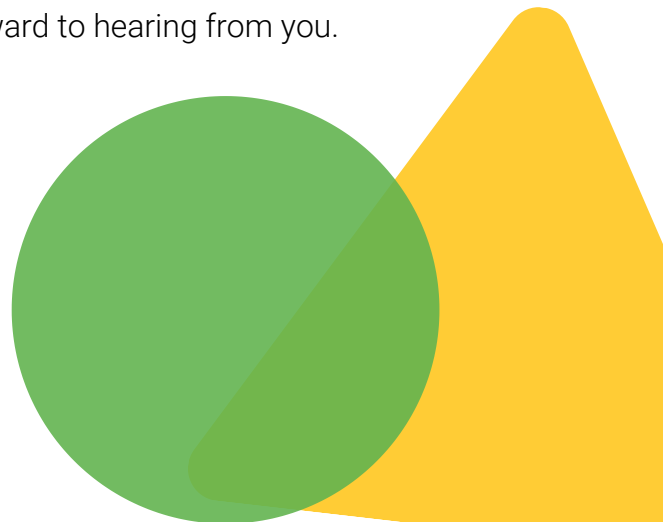
The Job Description and Person Specification will tell you about the role itself and detail the kind of person we are looking for. Our website ([www.rmhc.org.uk](http://www.rmhc.org.uk)) will tell you more about the great work we do and the difference we make to the lives of families with sick children.

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



# Baby Mia'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.**

33

Baby Mia was seven months old and had just started nursery when she developed a cold which she couldn't quite seem to shake off – but mum Anjna and dad Simon weren't too worried. With Simon on a business trip to China, Anjna had already taken Mia to the doctor a couple of times and nothing seemed to be wrong. But with the discovery of a strange lump on Mia's side, the family's life would change forever.

"I was alarmed because she had a lump in her side and it didn't make sense, the lump was very abnormal – it was in a strange place. She wasn't sitting up yet so it was a very strange lump to have," says Anjna. "It all accelerated very quickly. One morning she came up with little red freckles and bruises on her skin, along with other lumps. It alarmed me, and we were told to go to hospital right away. We took her to the children's ward at our local hospital and they did a few observations and asked what felt like a million questions... I could feel something wasn't right."



Anjna couldn't believe how quickly the diagnosis came from there. "They had to take some blood from her which was a horrific experience to have to take blood from a child, and they had to put a cannula in straight away which on a seven-month child is just shocking to experience. They didn't even wait for the blood results... the child cancer specialist doctor came straight away and told me."

Anjna struggled to accept the reality of what was happening to her family. "It didn't really register as it can't happen to a child. From that moment I felt like I'd entered a wind tunnel, there's just light and noise and observations, there's doctors coming in and out, you're looking at this child and you can't believe what they're saying. I had to tell Simon over the phone – it's like a bomb went off in our lives." Amongst the shock and horror of the diagnosis, where Anjna and Simon might stay while Mia was treated didn't even register. "You can't believe any of this is true," Anjna recalls. "That evening the blood results arrived. It was leukaemia."

Ronald McDonald House Charities UK's House at Birmingham Children's Hospital, kept Anjna, Simon and Mia as close as possible throughout her treatment so that Anjna and Simon didn't miss a precious moment. "I'm so glad we got that help," says Anjna. I could just shout at everyone and say, please donate to that charity. We learned it would cost £25 a night for a family and we spent 240 odd nights there. Donations made it possible for us. Please give as much as you can because it's life-changing for these people – it's life-saving, for the families who are trying to be strong for their sick children.

Today, Mia loves to dance. "When the music comes on she just stops what she's doing and throws her hands in the air," smiles Simon. "Considering what she's going through, she's always smiling, people always comment on it, her smile just lights up the room. And I hope it continues to do that for the rest of her life."

99

# RMHC UK: Who are we?

## Our History

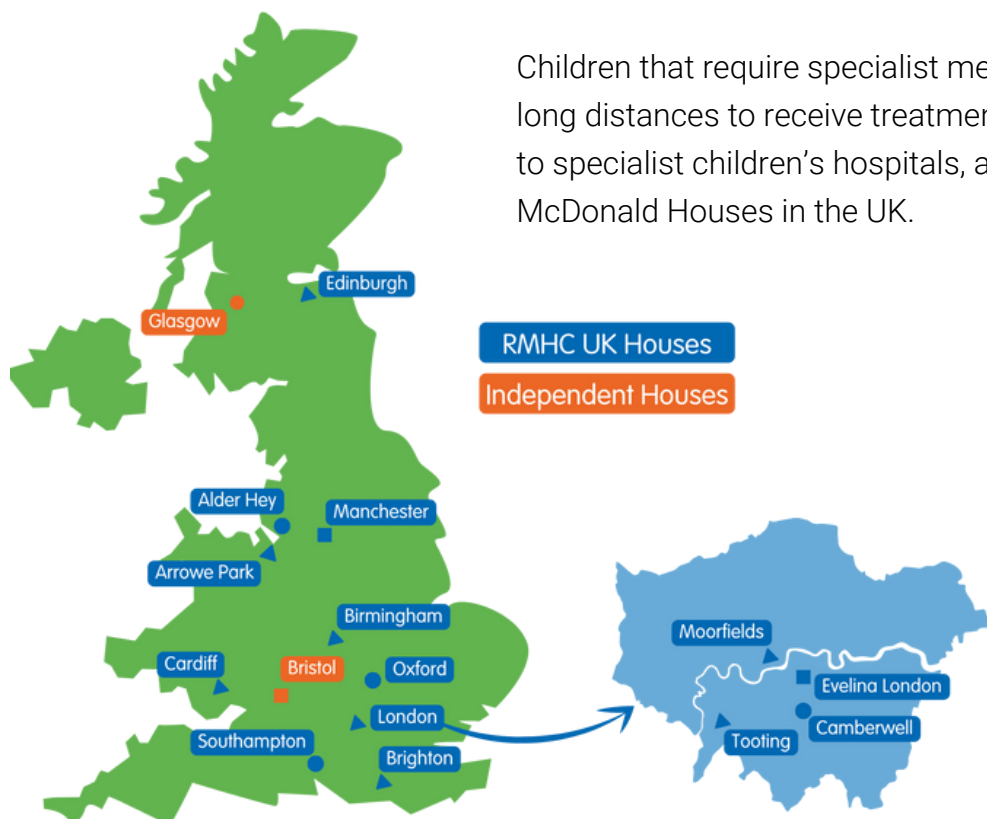
Ronald McDonald House Charities was born out of the unlikely partnership of Dr Audrey Evans, an oncologist at the Children's Hospital of Philadelphia, McDonald's and the American Football team, the Philadelphia Eagles.

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.

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 13 Ronald McDonald Houses in the UK.





# 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. Last year, we save 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



Ronald McDonald  
House Charities™  
United Kingdom

<b>Job Title:</b>	House Assistant
<b>Reports to:</b>	Deputy House Manager
<b>Location:</b>	Ronald McDonald House Birmingham St Mary's Row Birmingham B4 6NY
<b>Contract:</b>	Permanent: 28 hours per week. Shift work between the hours of 7am and 9pm, Monday - Sunday. There is an expectation to work weekends, Bank Holidays etc.

## Job Purpose:

As a House Assistant, you will assist with the day-to-day running of our 66-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. You will also implement and follow-up on all Ronald McDonald House Charities UK policies.

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
- Adhere to Ronald McDonald House Charities UK policies and procedures



**Ronald McDonald  
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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 per annum (pro-rata for part-time employees; £17,472 for 28 hours per week).
<b>Holiday</b>	28 days annual leave entitlement (including Bank Holidays) per annum (pro-rata for part-time).
<b>Charity Sick Pay</b>	20 days Charity sick pay per tax year, after successful completion of probation period (pro-rata for part-time).
<b>Employee Discount Scheme</b>	You will have access to a discount scheme through Rewards Gateway; this includes discounts from a wide variety of High Street and online retailers. You will also have access to discounts at McDonald's Restaurants.
<b>Private Healthcare and Employee Assistance Programme</b>	We give all staff, their spouse or civil partner and any dependent 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.
<b>Pension Scheme and Enhanced Life Assurance</b>	The Charity offers a Stakeholder Pension Plan to all salaried employees. This pension plan includes a minimum of cover of 1x annual salary life assurance. You will have the option to upgrade your life assurance to 4 x annual salary.
<b>Enhanced Family Friendly Leave</b>	After one years' continuous service, you will be entitled to enhanced maternity, paternity and adoption leave.
<b>Service Awards</b>	To celebrate major service anniversaries, we give all staff vouchers which you can redeem at a number of High Street and online retailers.
<b>Training and Development</b>	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: Midnight on Thursday 14 July 2022**

**Applications should be sent to:**

Libby Aston, House Manager:  
RMHC.Recruitment@uk.mcd.com

If you would like to talk about the role before applying, please call: 0121 203 2004

The closing date for applications is midnight on Thursday 14 July 2022.

**Please enclose:**

- A full CV
- A cover letter

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for a first-stage interview.