



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

# House Assistant Ronald McDonald House Evelina London

## Candidate Information Pack



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# Message from Jon Haward, Executive Director, Ronald McDonald House Charities UK

Hello,

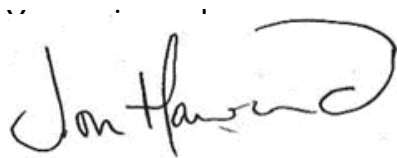
Thank you for your interest in our current vacancy with Ronald McDonald House Charities UK (RMHC UK). Keeping families close is at the heart of everything we do; we build and run Houses that provide a 'home away from home' for families who have a sick child in hospital. To do this, we recognise the importance 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 59-bedroom house in London supports families with children in the Evelina Children's Hospital and the neo-natal ward at St. Thomas's hospital which are just a short walk to the Children's wards, keeping families close to their children. In 2019 the House supported over 1000 families with sick children.

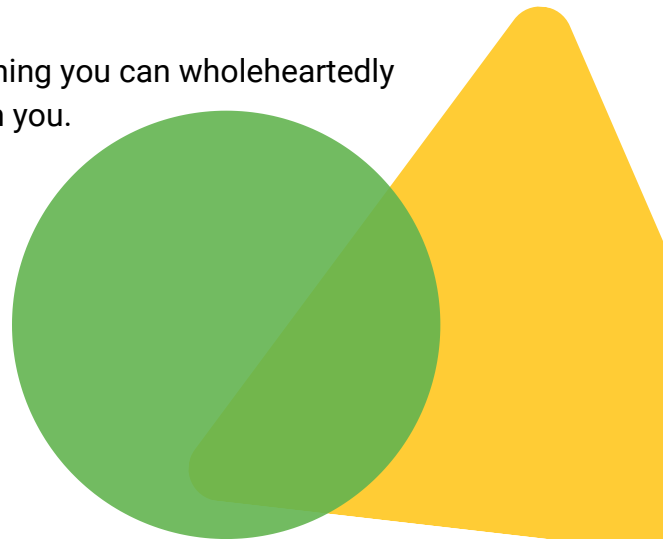
Working with your House team and reporting to your Deputy House Manager, you will strive to create an excellent, safe and welcoming environment for our families to stay at such difficult times. The right candidate will be a motivated, committed and relational individual who is proactive and can plan 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 RMHC UK is something you can wholeheartedly support, then I very much look forward to hearing from you.



Jon Haward  
Executive Director  
Ronald McDonald House Charities UK



# 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 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 there are currently 12 Ronald McDonald Houses here 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.





# 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.**

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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. 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 an odd 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 horrific, and they had to put a cannula in straight away which, on a seven-month-old child, is just shocking for anyone 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."

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# Job Description and Person Specification



**Job Title:** House Assistant  
**Reports to:** Deputy House Manager  
**Location:** Ronald McDonald House Evelina London  
216 Lambeth Road  
London  
SE1 7JY  
**Contract:** Permanent: 35 Hours per week

## Job Purpose:

As a House Assistant you will assist the Manager with the day-to-day running of our 59- bedroom 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 all Ronald McDonald House Charities Policies.

## Key Responsibilities

- Assist with the day-to-day running of the House
- Provide strong administrative support to the House team i.e. manage and maintain database systems, complete mandatory records
- Provide a supportive environment for resident families within a communal living setting
- Deliver a high level of service to House residents and external visitors
- Complete daily operational tasks
- Manage the House referral process; liaising with Hospital wards and updating the daily unaccommodated family file and make decisions for room allocations
- Manage the turnaround of bedrooms to accommodate the next priority family
- Check families in and out and conducting House tours
- Assist and support House volunteers
- Organise, supervise and participate in House Activities and Events
- Implement and follow-up on all Ronald McDonald House Charities Policies



**Ronald McDonald  
House Charities™**  
United Kingdom

## **Person Specification:**

### **Experience and Skills**

- Strong interest in supporting families through extremely difficult times
- Ability to prioritise workload effectively
- Experience of 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
- Previous experience working in housekeeping (preferred but not essential)

### **Skills and Abilities**

- Excellent verbal and written communication skills
- Ability to build and maintain relationships
- Good IT skills
- The ability to manage a wide range of activities, prioritise own workload, deal with conflicting demands and unforeseen circumstances
- Be able to show empathy while maintaining professional boundaries
- Demonstrates an understanding of and maintains the principles of confidentiality
- Ambitious, self-motivated and enthusiastic
- Ability and motivation to deliver high quality work with minimum supervision
- Works well under pressure

### **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>	£12.00 per hour
<b>Hours of Work</b>	Shift work between the hours of 7am and 9pm, Monday - Sunday. There will be an expectation to work <u>weekends</u> , and there may be times when we would ask you to cover annual leave etc.
<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 free membership of a private medical care scheme after three years service.
<b>Pension Scheme</b>	RMHC UK will automatically enrol you into our NESTworkplace pension (there may be some exemptions).
<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

## **Applications should be sent to:**

Richard Francis, House Manager via  
RMHC.Recruitment@uk.mcd.com

The closing date for applications is midnight on  
**Sunday 14 November 2021.**

## **Please enclose:**

- A completed application form
- 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; held the week commencing:

**Monday 16 November 2021**

Interviews will be conducted by Richard Francis, House Manager.