

# Director of UK Estates and Development

## Candidate Information Pack



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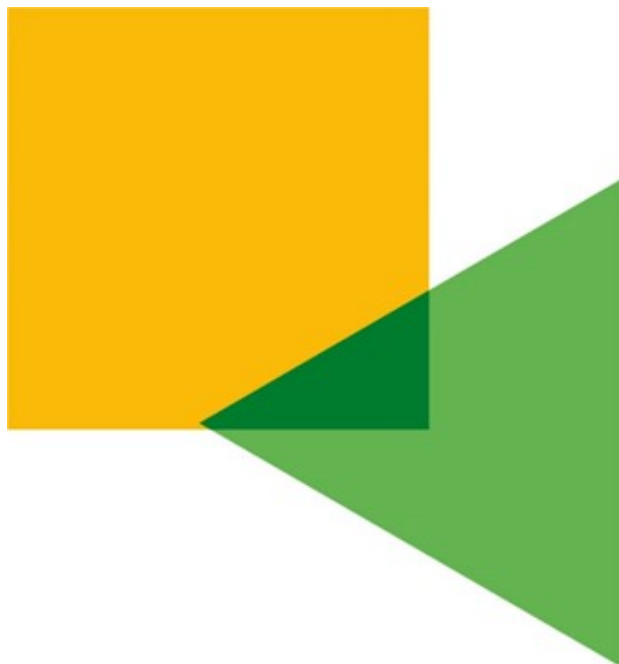
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**Ronald McDonald  
House Charities™**  
United Kingdom

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Keeping families close™



Your support helps us to keep families near to their child in a hospital far from home, by providing a free 'home away from home' accommodation minutes away from their child's bedside.

Amy and Steven stayed at our Evelina House when their ten week old son Noah was transferred for specialist treatment:

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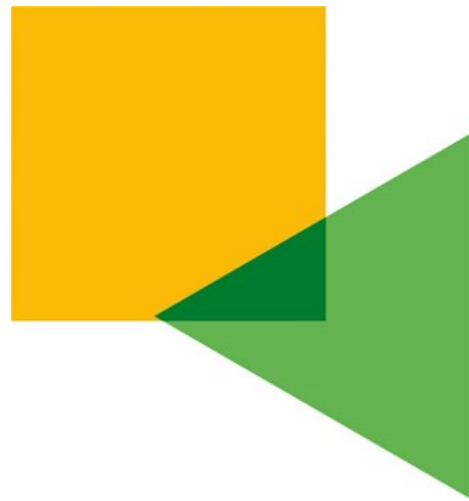
Noah was born at 24 weeks old, weighing a tiny 1lb 10oz. We had a rollercoaster ride during his time in hospital, and when Noah was three weeks old we were told the worst news that any parent could hear; Noah wouldn't be with us by the end of the day. We stayed by his side. Noah pulled through, and we'll never forget the moment, five weeks later, when we were able to hold him.

But at ten weeks old he became poorly again, and was transferred to Evelina London Children's Hospital. We didn't have a clue what we were doing or where we were going to stay – there was no way we could afford a hotel or train travel each day, but couldn't leave Noah on his own. If it wasn't for the Ronald McDonald House we wouldn't have been able to be by Noah's side.

Noah has come a long way since his stay in hospital and is continuing to do really well. Thank you to everyone who raises money for Ronald McDonald House Charities, it helps families like ours that have a sick child in hospital, gives somewhere to sleep, wash, cook and just rest knowing their child is in the safe hands of the hospital.

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



Thank you for your interest in the role of Director of UK Estates and Development with Ronald McDonald House Charities UK (RMHC). At RMHC, we believe that sick children need their families close to the hospital ward they are staying on. Keeping Families Close is at the heart of everything we do; we build and run Ronald McDonald Houses that provide a 'home away from home' environment for families who have a child in hospital.

Throughout the global challenges faced in 2020, we have continued to provide support to families wherever possible. As we look to continue with our recovery from the global impact of the external environment, we are seeking to recruit a Director of UK Estates and Development to efficiently and proactively manage our estate and, in the medium term, lead our external professional design team to build new Ronald McDonald Houses. The Estates function will be a new dedicated department that you will develop and lead. This is a fantastic opportunity for an individual to provide clear strategic direction and support RMHC in providing a sustainable, first class service in order to achieve its ambition, to help more families.

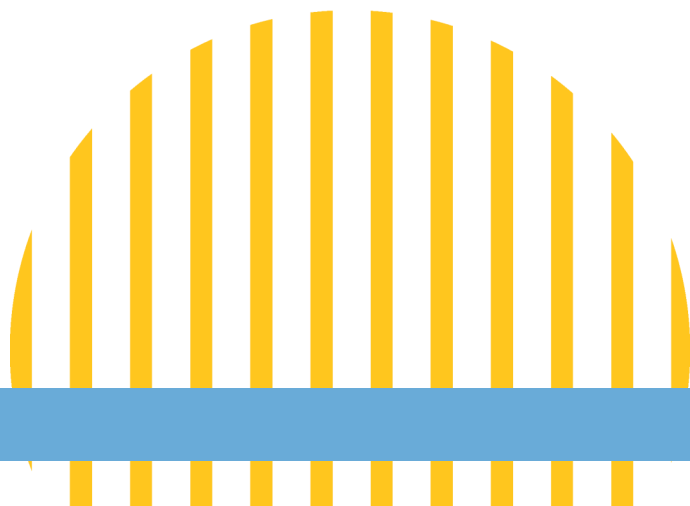
With an existing portfolio of 12 Houses, ranging in size from seven to 65 bedrooms across our UK estate; this is a high-profile role within the Charity's senior leadership team and you will be involved in supporting me, and the rest of the team, with strategic activities and planning across the whole Charity. The role involves both national, and occasional international travel and a high level of interaction with various stakeholders, most notably our Board of Trustees. As you will be leading a new department with budgetary responsibility, experience in a similar role is critical in order to demonstrate the required skill set.

The Job Description will tell you more about the role itself and the kind of person we are looking for. Our web site ([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 children in hospital.

If this opportunity excites you and the work of RMHC 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



# RMHC...Who we are

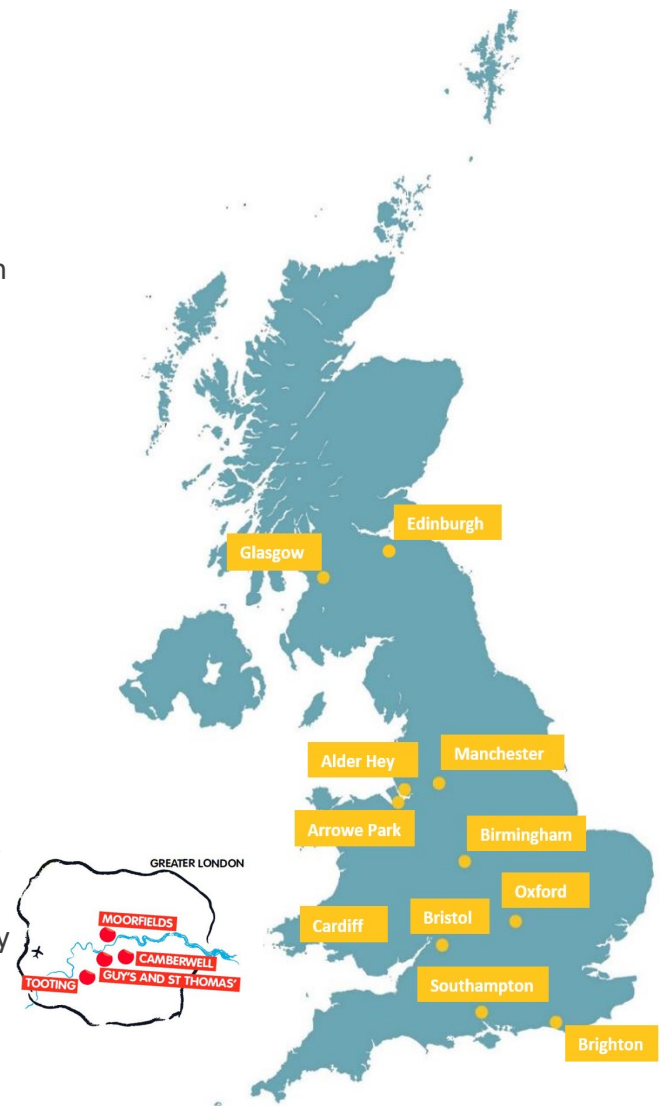
## Our History

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 and 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 1989, Ronald McDonald House Charities was established as an independent charity in the UK. 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; there are currently 15 Ronald McDonald Houses here in the UK, 12 of which form the RMHC UK Estate.





# RMHC...Who we are



## About Ronald McDonald House Charities UK

The Charity has been supporting families with children in hospital for 30 years here in the UK. We currently have 11 Ronald McDonald Houses close to Children's Hospitals. This year we opened our first relocation at the John Radcliffe Hospital in Oxford offering 30+ more rooms and enhanced facilities. We are excited that we will be able to support families in our new House in Edinburgh when the new Children's Hospital is ready to open its doors in 2021.

## Our Supporters

Our supporters are varied and come from all different types of backgrounds.

Our founding mission partner is McDonald's, and whilst we remain an independent organisation, the Company has played an integral role in helping us raise money and establish the charity 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 collect donations from their customers, both by allowing us to place our collection boxes in their restaurants and more recently enabling customer donations through their digital ordering screens.

We receive support and donations from many other large corporates, including Coca-Cola, Royal Bank of Canada, Martin Brower, Leo Burnett, The Marketing Store, Veolia and Linney Group to name a few. Corporates support us in many ways including sporting events, cooking family dinners in our Houses, and gardening and decorating to help make our Houses a home.

However, perhaps our most grateful bank of supporters are the families who have stayed with us.

More information about our supporters can be found on our website at:

<https://www.rmhc.org.uk/who-we-are/our-supporters>

## Job Purpose

This is a critical role of strategic significance to the Charity. We are looking for an expert to help us manage the fabric of our growing portfolio of buildings, but who can also bring a broader perspective to the Charity on all issues and make meaningful contributions to the leadership of the organisation.

With the sponsorship and close working support in the initial phases from the Executive Director and the current Director of Development, this role will provide clear strategic direction for the establishment and management of a new Estates team.

This will be achieved whilst providing a first class service to the UK Charity and maintaining, reviewing and controlling costs within the relevant disciplines to ensure best use of charitable funds. The need for this work features high on the agenda of our Board of Trustees with whom interaction will be a key component. It is a high profile and intense role requiring working flexibility and a determination to succeed in an environment with multiple stakeholders.

You will be based in our Head Office in East Finchley, but, due to the diverse locations of our Houses, you will be required to travel widely around the UK, with additional occasional opportunities for overseas travel and networking with our Global colleagues.

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## Main Relationships

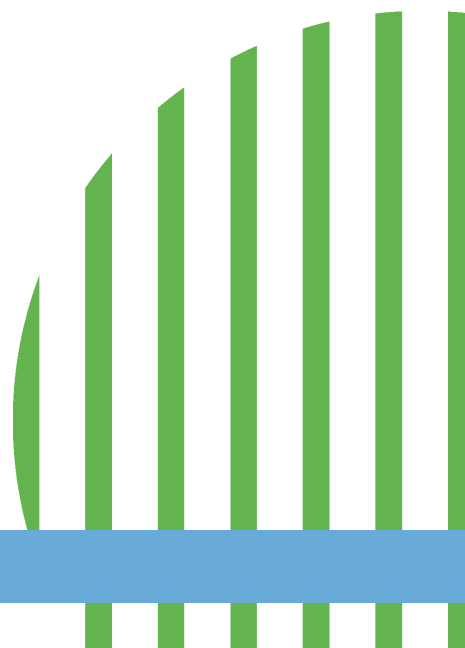
- Board of Trustees; Executive Director (Direct Report); House Operations Teams; Head of Facilities; Head of Finance and Data; Income Generation Teams; Marcomms Team; External Stakeholders, to include Professional Design Team and other external consultants.
- Will perform key role as part of the Charity's senior management team

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## Key Responsibilities:

### Re-Investment and Planned Maintenance:

- The identification and planning of re-investment works across the RMHC estate to maintain a high standard and quality of buildings.
- Work with Finance and Charity leadership to identify and control budget as necessary.
- Plan and develop preventative maintenance programmes – continually reassessing, formulating, articulating and delivering these key programmes in keeping with the needs of the charity.
- Monitor compliance and standards of the PPM suppliers and manage regional maintenance suppliers.
- Assist in the establishment and maintain a network of preferred suppliers across the Charity. Ensure that the supplier performance service level agreements, objectives and targets are achieved and maintained.
- Provide assistance in solving issues raised by the Health & Safety Team and ensure that full regard is taken of health and safety, and statutory compliance in the delivery of all services.
- Provide timely information and data for the preparation of the services annual repair and maintenance budgets, ensuring that due consideration is given to priority works highlighted via the asset surveys and registers.



## New Buildings:

- Work with existing external design teams to create and design new Ronald McDonald Houses, gaining feedback from key stakeholders, both internal and external.
- Work with relevant NHS Trusts to ensure any new builds are fully integrated into their estate infrastructure.
- Negotiate and oversee contractual tendering of projects, maintaining and managing relationships with framework construction partners.
- Oversee diligence and compliance of build project, working with Employer's Agent, and hospital key stakeholder group.

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## Financial Management:

- To continually ensure that Value for Money (VFM) is achieved through the set processes.
- Prepare cost information and detailed briefs for the capex/ reinvestment process.
- To monitor planned works and support commercial decision making on asset replacement.
- To monitor and track expenditure against approved budgets and report on variations.
- To financially close all projects within agreed time periods.
- To deal with all supplier queries swiftly and process invoices in line with payment terms.



## Person Specification

### Professional Skills

- The successful candidate will be degree qualified and/or have a relevant professional qualification
- You will have experience in the management of a portfolio of large and small properties
- The ideal candidate will have established a re-investment and maintenance programme for both large and small properties
- You will be a proven project manager with experience of measurement and tracking against key milestones, managing and mitigating any risks
- May have innovative asset management solutions, at all times protecting and, where feasible, improving margins and overall profitability.
- Experience of development of an efficient and high performing team with an effective and robust succession plan.
- Ability to proactively identify and lead efficient and effective business practices and processes.
- Have influenced key internal and external stakeholders and driven the planning process
- Experience of relationship management including suppliers and external consultants.
- Can evidence a sound knowledge of internal and external communications planning.



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### Personal Attributes:

- You are a dynamic, quick thinking, individual who is ready to take on a new role at Director level
- You are organised & resilient
- You energise and influence others to get things done and use relationships to deliver great results
- You have the ability to work with all levels of seniority
- You are confident in your communication and presentation skills
- You are attracted to working with early concepts and developing them all the way through to bottom line benefits

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### Specific Requirements to the Role

- Full UK driving licence and willing and able to travel within the UK including overnight stays
- Flexible and able to change business plans as circumstances change



# Director of UK Estates and Development

**Location:** East Finchley, London with some national travel

**Reports to:** Executive Director and Board of Trustees



Ronald McDonald  
House Charities™  
United Kingdom

Keeping families close™

| Summary of Benefits      |  |
|--------------------------|--|
| Salary                   | TBC  |
| Location                 | National Role based in East Finchley, London N2 8AW  |
| Hours of work            | Permanent; Full-Time. 35 Hours per week  |
| Company Car              | The role is eligible to a Company Car or Cash Allowance  |
| Holiday                  | 28 days rising to 30 days after 3 years' service (excludes Bank Holidays)  |
| Employee discount scheme | You will have access to a discount scheme through Rewards Gateway  |
| Service awards           | To celebrate major service anniversaries, we give all staff vouchers which can be used at a number of high street stores   |
| Private healthcare       | 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.<br><br>We also offer enhanced Maternity and Paternity cover benefits |
| Pension scheme           | RMHC offers a Stakeholder Pension Plan to all salaried employees   |
| Life assurance           | RMHC offers a minimum cover of 1 x annual salary   |



## How to Apply:

Applications should be sent by email to the Recruitment Partner:

Diana Amalinei at ([diana.amalinei@hays.com](mailto:diana.amalinei@hays.com))

The closing date for this position is 22 November 2020

Please enclose:

- A full CV outlining your career history to date. Please include details of your latest remuneration and benefits.
- A covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying.
- A completed application form

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

First stage interviews will provisionally take place December 2020.

If you have any questions regarding the role, please contact Diana Amalinei ([diana.amalinei@hays.com](mailto:diana.amalinei@hays.com))

**We look forward to hearing from you!**



Ronald McDonald House Charities UK is an independent charity registered in England and Wales (802047) and in Scotland (SC040717).