

RONALD MCDONALD HOUSE GLASGOW

Job Description and Person Specification

JOB TITLE: HOUSE ADMINISTRATOR

JOB CONTEXT: Ronald McDonald House Glasgow provides 'home away from home' accommodation and support for families with seriously ill children receiving care in the Royal Hospital for Children Glasgow and other hospitals in the West of Scotland. Families stay free of charge in the 31 bedroomed House and there is no time limit on the accommodation – once a family is given a room it is theirs until their child is discharged from hospital. For families with a sick child, the house is a fantastic haven at a stressful time when their child's stay in hospital requires them to be close by while they are away from home.

JOB PURPOSE: To be a main point of contact in the House, providing a friendly, professional and efficient service to families, visitors and all stakeholders. To provide general administration and support to both the House and on occasion the Fundraising team.

PRIMARY RESPONSIBILITIES

- Assist with the day-to-day running of the House
- To liaise with hospital staff regarding referrals to the House
- To welcome families with registration procedure
- To deliver fire safety drill and Health and Safety information induction to families
- To undertake check-in and check-out procedures with families
- To carry out housekeeping tasks including facilitating a timely turnaround of bedrooms & associated laundry duties
- To be responsible for routine House operations
- Provide efficient administrative support to both the House and Fundraising team
- To welcome and support volunteers in their work
- Respond confidently and appropriately to emergency situations within the House.
- To undertake any other duties as deemed appropriate.

Please note:

This job description does not represent an exhaustive list of responsibilities and tasks, but indicates the main responsibilities required from an employee in the role. We reserve the right to require employees to perform other duties from time to time. In addition, we reserve the right to vary or amend the duties and responsibilities of the post holder at any time, according to the needs of the organisation. This post is subject to a Basic Disclosure check.

SPECIFIC DUTIES/TYPICAL DAY

Check In Families

Liaising with hospital regarding allocation of accommodation and booking check-in appointments
Preparation of paperwork for check-in
Checking rooms are ready for new families
Welcoming new families with empathy and taking them through the registration process
Showing families to rooms, taking them through Health & Safety and Fire Safety procedures
Handover of keys and settling in

Check Out Families

Inspect rooms and ensure they have been left in a satisfactory condition prior to family departure
Raise any issues regarding room condition with families as necessary
Ensuring all appropriate paperwork and data recording is completed
Ensuring all keys and equipment are returned
Process donations and / or returns of room deposits where appropriate
Housekeeping & laundry duties as part of the room turnover procedure

Resident Families

Creating good professional rapport with families
Dealing with families enquiries
Ensuring all House rules and protocols are being met
Deciding on and confidently implementing appropriate action in the event that rules are broken
Implementing relevant check-out processes and managing appropriate paperwork

Housekeeping

Support & instruct housekeeping staff on relevant Housekeeping tasks
Undertaking necessary housekeeping duties including laundry and ironing

Health & Safety

Ensure duties are completed in-line with all appropriate Health & Safety policies and procedures
Actively work with the team as a whole in the monitoring and maintenance of the building, ensuring it operates as a secure and safe environment

Administrative

Updating database with relevant family information
Maintaining referral logs
Ensuring all practices undertaken are done so in line with GDPR and confidentiality policies
Cash handling relative to the receiving and returning of Room Deposits, receiving donations, operating the card terminal and all associated paperwork/logging processing of Merchandise sales

Volunteers

Work with and delegate to volunteers any required operational tasks
Foster and maintain a positive and welcoming working relationship with volunteers

Fundraising

Assist with fundraising by:
Appropriately directing all fundraising queries to the Fundraising team and gathering appropriate info in the event that Fundraising staff are unavailable
Keep knowledgeable and informed with fundraising event details
Actively promoting merchandise sales
Ability to undertake House show rounds, receive and record donations appropriately

Additional Information:

This job description will be reviewed as part of the post holder’s annual appraisal and is not intended to be a complete list of responsibilities. To meet the needs of the charity you may be required to perform other duties within your capacity, competence, professional qualifications and general level of responsibility within the organisation.

To be aware that you will be exposed to confidential information and ensure that you maintain confidentiality and discretion at all times.

To be fully aware that you may come into contact with a current/ex-family who have suffered a bereavement and to react appropriately with them keeping in mind your own wellbeing.

The post-holder will carry out their duties acting at all times as an ambassador for the charity and should undertake these in such a manner to justify public trust and confidence.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
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KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in a customer focussed environment and providing exemplary customer service skills • Proficient in using Windows based packages including Microsoft Office - Word, Excel, Outlook, email, PowerPoint, Publisher and the internet. • Holds ECDL or equivalent qualification • Experience of working to timescales and deadlines. 	<ul style="list-style-type: none"> • Experience of working within the Third Sector. • Experience of working within the Hospitality Industry, particularly Housekeeping and front-of-house duties. • Knowledge of working with databases and/ or CRM's. • Understanding of the Ronald McDonald House Glasgow. • Experience in the provision of shared accommodation & facilities.
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to SVQ Level 3 / HNC or equivalent skills through on-going professional/personal development. • Excellent English language verbal and written skills. • Excellent numeracy skills. 	
PERSONAL QUALITIES / ATTRIBUTES	<ul style="list-style-type: none"> • Ability to fit-in and work effectively as part of a small House team and contribute to team goals. • Professional in attitude, behaviour and practice. • Ability to respect confidentiality. • Excellent communication skills. • Excellent organiser and planner. • Ability to produce work to a high degree of accuracy and efficiency. • Ability to prioritise workload, work under pressure. • Ability to work unsupervised and independently and use own initiative. • Commitment to achieving personal, departmental and organisational objectives. • Ability to meet deadlines. • Ability to adopt a flexible approach in response to new & unforeseen challenges. 	<ul style="list-style-type: none"> • Ability to deal sensitively and empathetically with service users, donors and external stakeholders. • Values diversity and respects individual differences. • Have highly developed social skills, sociable and friendly and outgoing in dealings with everyone. • Have well developed personal coping skills challenging families, grief, loss.
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> • Confident in dealing with a variety of varying situations including face-to-face with families dealing with challenging circumstances. • Reliable and proactive team member. • Self-motivated. • Shows genuine concern for other's satisfaction and wellbeing. • Flexible to complete work according to service requirements. 	
OTHER FACTORS	<ul style="list-style-type: none"> • Committed to the work of Ronald McDonald House Glasgow. 	