**Ronald McDonald House Glasgow (RMHG)**

**Chief Executive Role Description**

**Job Title:** Chief Executive – Ronald McDonald House Glasgow (RMHG)

**Responsible to:** Chair of the Board of Trustees

**Salary scale:**  £60k - £65k per annum

**Working hours:** Full-time 37.5 hrs per week

**Location:** Ronald McDonald House Glasgow / Hybrid

#### Application notes

To apply please send a CV and Supporting Statement outlining why you meet the Job Description and Person Specification to [recruitment@ronaldmcdonaldhouse.co.uk](mailto:recruitment@ronaldmcdonaldhouse.co.uk)

Closing date 5pm 28th October 2022 for applications.

**Letter from Chair**

**Can you lead the team that cares for families with a seriously ill child in hospital?**

Life turns upside down for everyone in the family when their seriously ill child encounters a stay at the Royal Hospital for Children, Glasgow. It is therefore our role to make sure that parents/carers and wider family are all supported with the peace and comfort of Ronald McDonald House Glasgow, just five minutes’ walk from the hospital.

We are recruiting a Chief Executive who will join the charity at a pivotal point in its 25-year history. Our unique purpose of providing help to families in their time of most need, for as long as they require it, within our superb cost-free accommodation is funded entirely by our own efforts. Our loyal and dedicated staff team, highly valued by our residents, deliver a quality service 24 hours a day, 365 days a year.

There is now an opportunity for you to lead a bold, curious and creative team as we embark on developing an ambitious new strategy. Your ability to foster collaboration, widen our networks and circles of influence and bring a refreshed fundraising vision to the House will ensure and cement our position as a pioneering charity within in its field.

If you connect with our mission and want to further your own leadership journey in a supportive environment with compassionate colleagues, then I would strongly encourage you to apply.

Yours sincerely

Colin Grant

Chair

**Role purpose**

We are looking for a Chief Executive with the energy and drive to lead our talented workforce and who can facilitate the creation and delivery of our new strategic plan. The primary focus of our activities is in our state of the art residential facility, which we call our House. It is located in the grounds of QEU Hospital, Glasgow. It has ample gardens and internal space to allow for innovation. There is now the opportunity to steward our facilities and team into their next phase of growth and development. We want a candidate whose ambition for our services will translate into action and successful outcomes that are effective and sensitive to our families’ needs.

Whilst these are challenging economic times for all charities, we believe we are well placed to rise to these demands. Our unique purpose that focusses on families’ needs, and the quality of our services, along with our secure financial reserves, means that we still have opportunities for innovation and development whilst maintaining high quality services for the families we serve.

We want a leader who is enthusiastic about working in partnership with our community partners and stakeholders to deliver the best outcomes for our families. Whilst we value innovation, we also expect a strong commitment to good governance and accountability.

The House has 31 bedrooms and fully equipped kitchens for guests’ use. It has a play space, libraries, lounges, a large garden area and parking for all guests and staff. RMHG also owns several flats near its former Yorkhill site. You would be leading a talented staff and volunteer team that tends to the House and families’ needs, and which fundraises across a portfolio of sources.

We are keen to work more with our families and adapt our service offer to meet their requirements. We believe we can develop our volunteer programme to help run the House and potentially offer bespoke services to ease the pressure families face whilst their child is in hospital.

We steward numerous different relationships that sustainably resource the House. We are keen that these are developed to maintain the financial security and independence of the House.

If you connect with our mission and want to further your own leadership journey in a supportive environment and with ambitious colleagues, then please apply to join our team.

If you have any questions prior to applying please do not hesitate to contact the Interim Director who would welcome a conversation with you. [duncan.dunlop@ronaldmcdonaldhouse.co.uk](mailto:duncan.dunlop@ronaldmcdonaldhouse.co.uk)

**Key Duties and Responsibilities:**

* Lead the staff and volunteer team in delivering all aspects of RMHG’s work ensuring the House provides high quality, safe and comfortable accommodation and support services that meet families’ needs.
* Support and develop a positive family-centred culture in all aspects of the RMHG’s operations. Focussing on what would best meet family’s needs at the heart of our services.
* Ensure compliance with legal and regulatory requirements and delivery of good practice in all aspects of RMHG’s work, including accounting to funders and regulators for all our reporting requirements.
* Sustain RMHG’s quality services, whilst driving innovation throughout the organisation. Enable us to be pioneering by championing the design of new opportunities and partnership development so we can grow and develop our resources and ourselves as a provider in excellent services for families. Central to the delivery of this will be engaging families and maximising the use of volunteers across the organisation.
* Lead strategically, supporting the RMHG Board and staff to have a shared innovative and sustainable vision. Interpret this strategy into accessible business development plans that engage RMHG stakeholders so they can be delivered sustainably.
* Resource the delivery of RMHG’s strategic vision by creating and implementing an innovative fundraising strategy. This strategy will maintain and create funding relationships that develop and sustainably secure the future of RMHG services.
* Raise the profile of RMHG with external stakeholders, developing productive partnerships with key operational and funding partners. Also reach a wider audience by making sure the charity is represented to a high professional standard in print, social, and broadcast media.
* To influence and represent RMHG externally at a high level, including within Ronald McDonald House UK and international network, with the NHS and charities working towards similar goals. Build effective partnerships with others who align to our values and philosophy.

**Key Responsibilities - *Leadership:***

**Outcome/Deliverable:**

* Develop a motivational, happy, supported, and empowering culture which reflects the integrity and values of RMHG which continually motivates staff and volunteers to achieve excellence and develop professionally.
* Help oversee all aspects of the leadership of RMHG, promoting high standards in all aspects of its work creating a consistent and open leadership culture.
* Seek, develop, and maintain effective working relationships with all relevant organisations and individuals to promote the work of the Charity and to promote and facilitate its strategic objectives.

**Key Responsibilities - *Operations:***

**Outcome/Deliverable:**

* Develop and lead the managers, staff and volunteers ensuring that responsibilities are clearly understood, and that collaboration and team working is evident and encouraged.
* To create a culture of continuous improvement across the organisation, ensure that all staff and volunteers are managed effectively and continually develop professionally. Make sure that they have clear objectives linked to work plans and have regular opportunities to give and receive feedback that is listened too across the organisation.

**Key Responsibilities - *Strategy, planning and risk:***

**Outcome/Deliverable:**

* Work with the Board of Trustees and staff to develop an ambitious strategic plan for RMHG and be responsible for leading its implementation.
* Lead the development and implementation of strategic goals, objectives, and financial plans to meet both the short-term and long-term operational plan aspirations.
* Ensure that rigorous and effective processes are in place to meet and monitor strategic objectives and provide regular reports to the Board of Trustees.
* Identify strategic risks, issues and opportunities and take responsibility for

initiating and leading associated changes, including maintaining a risk strategy for the organisation and associated mitigations.

**Key Responsibilities – *Fundraising and* *Financial Management:***

**Outcome/Deliverable:**

* Lead the fundraising team to create a diverse fundraising strategy, that sustains the organisation and its ability to be pioneering in offering a range of high quality services.
* Build buy-in and ownership of RMHG from a range of key relationships that require stewardship, including McDonalds Restaurants, families, other corporates, High Net Worth individuals and trust & foundations.
* Support the fundraising team to create a continually fresh range of events to meet the needs of key fundraising relationships.
* Ensure the financial resources of RMHG are managed prudently. Oversee appropriate financial controls and reporting to the Board on the charity’s financial position.

**Key Responsibilities - *Governance and compliance:***

* Foster good working relationships and ensure systems and structures are in place for the Board of Trustees to fulfil its statutory responsibilities and exercise effective control of the charity’s affairs.
* Work with the Board of Trustees to make sure they continue to evolve and have an appropriate mix of skills and experience to oversee the performance of RMHG’s existing operations and to deliver its strategic objectives.
* Liaise with the Board of Trustees to ensure that the Charity’s overall governance structure, policies and procedures are appropriate and effective, taking remedial measures and implementing changes as necessary, including managing risk across the charities functions.

**Other duties:** To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post including occasionally sharing the on-call responsibility with the staff team.

**RMHG Chief Executive Officer - Person Specification**

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| **Personal Features & Qualities** | **Essential:**   * Proven track record of achievement at a senior level. * A creative strategic thinker who demonstrates effective leadership. * Ability to influence positively as a genuine collegiate team player, who canbuild consensus. * Motivates staff to perform and feel rewarded, helping teams to thrive. * Self-motivated and self-disciplined, who solves problems to deliver outcomes. * Ability to work under pressure, deliver priorities, with a high level of personal   resilience.   * Approachable and trustworthy person who can connect with a diverse range of stakeholders. * Service user / Family focussed. * Demonstrates commitment to the development and engagement of employees. * A good ambassador for RMHG. * Demonstrates enthusiasm and commitment. * Demonstrates commitment to high ethical standards and values. |
| **Proven Experience** | **Essential:**   * At least 3 years in a senior leadership role, leading and developing teams. * Demonstrable track record in developing visionary strategic plans and successfully delivering associated transformational implementation projects and plans. * Successful track record developing a fundraising portfolio +/or business development and income generation. * Effective networker able to build awareness and support for the organisation. * Experience of building effective partnerships to create mutually beneficial outcomes. * Experience of listening to service users’ feedback and involving them in service design. * Experience of working closely with a Board or equivalent, advising and guiding robust decision making. * Experience of financial management including budget setting, business planning and monitoring income and expenditure. * Experience of risk strategy and management. * Managing and working with volunteers within diverse roles.   **Desirable**   * Safe management of residential properties or facilities. * Experience of working in various roles within the hospitality sector. * Implemented robust monitoring and evaluation procedures. |
| **Knowledge, Skills and Abilities** | **Essential:**   * Proven leadership and management skills. * Demonstrates initiative and innovation. * Clear communicator with excellent written, verbal, IT and presentation skills. * Adept at using a range of strategic and operational planning tools. * Proven financial skills in preparation and control of budgets. * Excellent organisational skills and ability to prioritise multiple tasks. * Aware of the needs of volunteers and their potential in a range of roles.   **Desirable**   * Competent at marketing and using a range of social media. * Able to navigate databases to critically interpret data. * Knowledge of models of evaluation and quality assurance. |
| **Qualifications** | **Essential:**   * Relevant degree and/or equivalent Professional Qualification. * Demonstrable commitment to ongoing continuing professional development   **Desirable**   * Driving license |