

Research and Insights Consultant

Ronald McDonald House Charities UK



Ronald McDonald
House Charities™
United Kingdom

Keeping families close™



Candidate Pack

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Information about the role

Job Title: Research and Insights Consultant

Salary: £40,000 per annum (£20,000 for a six-month contract)

Reports to: Director of Finance and Technology

Location: Ronald McDonald House Charities UK, London (Hybrid)

This role has a hybrid working agreement between remote working and any of our London Houses or our office space based in East Finchley

Contract: Full time, six-month fixed term contract

Job Purpose:

We are looking for a research expert to join Ronald McDonald House Charities UK on a six-month contract, with potential to extend, working with the Shaping Success project team.

Shaping Success is a cross-functional team made up of senior professionals in the Charity, who have been brought together to review the journey ahead for Ronald McDonald House Charities UK. The three outputs from the group will be a newly created social purpose, a set of clear brand values, and a long-term strategic plan.

There is a need for an experienced Research and Insights professional to help shape the future of the Charity through gathering information, participating in discussions and drawing strategic insights.

Key responsibilities will include:

- Championing the importance of research, evidence and evaluation within the Shaping Success Group, ensuring all decisions are evidence based
- Overseeing qualitative and quantitative research and commission external agencies where needed, such as stakeholder interviews, service user evaluation forms, information from our NHS partners about their views and opinions on family-centred care, Ronald McDonald House Charities UK and family support
- Working with the Data Team to gather relevant internal data via our Database, Harlequin and Microsoft Dynamics 365
- Gathering and interpreting secondary data, such as NHS Studies, BLISS reports and Ronald McDonald House Charities Global research
- Supporting the Shaping Success group to conduct a PESTLE, SWOT analysis and alignment along with other relevant models



Information about the role

- Looking at initial services offered within our Houses to understand who Ronald McDonald House Charities UK is currently, what it is we offer and rearranging that data - What do our families need? How are we supporting current Hospital partners e.g. wards, medical passes, day passes, family liaison officers, security etc.?

Person Specification

Knowledge and Experience:

- Proven experience at leading the delivery of research and evaluation in a similar organisation
- Experience with curating relevant data, using both internal and external resources
- Experience with commissioning and managing research agencies
- General consulting experience
- Experience with carrying out fieldwork and writing reports
- Experience with working on cross-functional projects
- Excellent analytical skills
- Ability to critically appraise a range of evidence and produce conclusions and recommendation
- Ability to support and participate on project teams
- Ability to understand the business needs of a client
- Excellent problem solving and critical thinking
- Strong attention to detail
- Highly collaborative and a team player
- Excellent written and verbal communication skills

Values:

- Respect diversity and work diplomatically with a variety of different audiences
- Show cultural and interpersonal sensitivity, working well with each other
- Promote the Vision, Mission and core values of Ronald McDonald House Charities UK
- Attend and assist at Ronald McDonald House Charities UK events and activities



Summary of benefits

We are able to offer the successful applicant a highly competitive salary and benefits package



Pay

£40,000 per annum (£20,000 for a six-month contract).



Charity Sick Pay

20 days' Charity sick pay per tax year, after successful completion of probation period (pro-rata for part-time).



Private Healthcare and Employee Assistance Programme

We give all staff, their spouse or civil partner and any dependant 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.



Pension Scheme and Enhanced Life Assurance

The Charity offers a Stakeholder Pension Plan to all salaried employees. This pension includes a minimum of cover of 1x annual salary life assurance. You will have the option to upgrade your life assurance to 4x annual salary.



Holiday

28 days' annual leave entitlement (plus bank holidays) per annum (pro-rata for part-time).



Training and Development

You can request time to train or to undertake accredited programmes leading to qualifications, or, for unaccredited training, request assistance to help you develop your skills related to your job.



Enhanced Family Friendly Leave

After one year's continuous service, you will be entitled to enhanced maternity, paternity and adoption leave.



Recognition

To celebrate major service anniversaries, we give all staff vouchers which you can redeem at a number of High Street and online retailers. The value of the vouchers increase each five years. Our employee of the quarter schemes recognises five employees each quarter with a £50 voucher.



Employee Discount Scheme

You will have access to a discount scheme through Rewards Gateway; this includes discounts from a wide variety of High Street and online retailers.

How to apply

Closing date:

Sunday 18 December 2022

All applications must be submitted before midnight on this date to be considered.

Please enclose:

- A full CV
- A cover letter specific to this role

Applications should be sent to:

Isabel Dart, Director of Finance and Technology via:

rmhc.recruitment@uk.mcd.com

If you would like to talk about the role before applying, please call: 020 3892 0643 or email: rmhc.recruitment@uk.mcd.com.

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



Who we are and what we do

Our ambition is to be regarded as a trustworthy charity with an impeccable reputation; a brand that individuals and organisations want to support and be involved with. As part of our commitment to strengthening our brand, we will evaluate our values to ensure our Charity has a diverse and inclusive culture, and that families are at the heart of our decision making.

Our Vision

Our vision is for every child in hospital to have their families close by, and to ensure families are fully supported in our Houses and remain actively involved in their child's care.

Our Mission

Our mission is to ensure every specialist children's hospital in the UK has free, homely and supportive accommodation for families.

The Charity has been supporting families with children in hospital for over 33 years here in the UK. We currently have 13 Ronald McDonald Houses close to children's hospitals.

Our Supporters

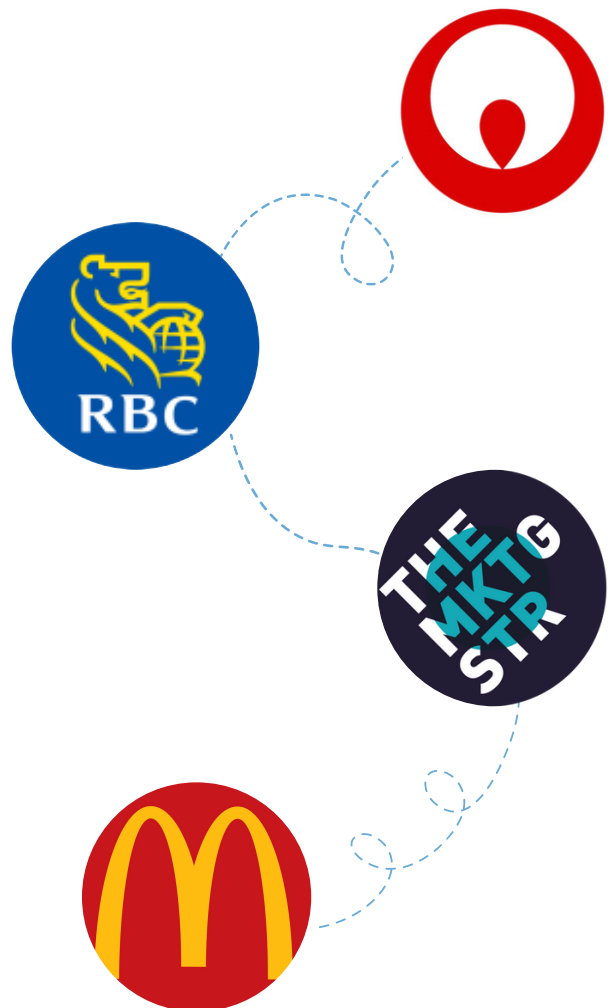
Our supporters are varied and come from all different types of backgrounds.

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, gardening and decorating to help make our Houses a home.

Our most grateful bank of supporters are the families who have stayed with us.



Our stories

Unexpected complications: Lilly's story

When 10-year-old Lilly was just five, an accident at a trampoline park caused her to break her leg and left her needing surgeries, including the insertion of a metal plate. On 10 May 2021, Lilly went into Noah's Ark Children's Hospital in Cardiff, for what should have been a routine procedure to have the plate removed. However, whilst she was being anaesthetised, unexpected complications arose as Lilly's airways closed, leaving her in a critical condition and in intensive care for several days.

Thankfully, after moving from intensive care to Owl Ward, where she spent another two weeks, Lilly finally got to go home. Lilly and her mum Amy are now hoping to fundraise thousands of pounds for Ronald McDonald House Charities UK, after Amy was accommodated at the Cardiff House during Lilly's unexpected hospital stay.



Fearing the worst: Sienna's story

When Marie's waters broke at 24 weeks pregnant with her second child, she was fearing the worst. Doctors said Marie's baby girl would have a 50/50 chance of survival. Two days later, Marie, from Eastbourne in East Sussex, gave birth to tiny baby Sienna at Brighton University Hospital. She weighed just 1lb 7oz. Sienna stayed in hospital for 96 days, during which time her family was accommodated at the Ronald McDonald House Brighton.

We call ourselves 'operation buddies': Noah's story

Noah, from Reading in Berkshire, was just four weeks old when he was diagnosed with congenital nephrotic syndrome, a condition causing the kidneys to leak large amounts of protein into the urine. The first child of his parents Jessie and Thomas, Noah spent the first six months of his life in hospital, during which time Ronald McDonald House Southampton provided free 'home from home' accommodation for his family.

In November 2021 baby Remy arrived, making Noah a proud big brother and just three months later, after several years of infusions and dialysis, Noah finally received a kidney transplant. Dad Thomas was his donor and they became 'operation buddies'. Noah is now back at nursery and looking forward to starting school in September.

