



Keeping families close™

23 To Shek Street, To Shek Village, Shatin, H.K.  
香港沙田多石村多石街23號  
Tel: 2947 8778 Fax: 2947 8780  
Email: [rmh@rmh.org.hk](mailto:rmh@rmh.org.hk)  
Website: <http://www.rmh.org.hk>

## **RONALD MCDONALD HOUSE CHARITIES OF HONG KONG**

### **Assistant House Manager**

Ronald McDonald House Charities (RMHC) Hong Kong is a fast-growing organization looking for passionate talents to join. The mission of RMHC is to create, find and support programs that directly impact the health and well-being of children and their families. We support families with ill children in Hong Kong for over 24 years and worldwide for 47 years. At RMHC we provide ‘home away from home’ accommodation, enabling families to stay close to their child and maintain a degree of normal family life.

The impact of RMHC programs plays an important and almost unique role in facilitating and supporting family-centered care for hospitalized children. We are committed to working collaboratively for and with families and with local children’s health care partners to advance family-centered care. We have become even more motivated to fulfill our goal, by building a new 66-room Ronald McDonald House in the city. Having been the first chapter established in Asia in 1996, we are as committed as ever to providing refuge to those families confronted with the most difficult physical and psychological challenges.

For more details, please visit [www.rmhc.org.hk](http://www.rmhc.org.hk)

**Report directly to the House Manager, Assistant House Manager is primarily focus on the House operations management. He or she is expected to assist in the development of the new RMH and help the promotion of family centered care services via psychological and social support through RMHC services and programs.**

**This exciting job will give you a chance to involve in the second Ronald McDonald House Hong Kong project, in which you will have the chance to extend your full potential to make it a great success and contribute to the philanthropy of Hong Kong.**



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### Key Responsibilities:

- Assist House Manager in overseeing the day to day House operations, to handle incident and emergency response of the House through systematic planning and implementation of relevant standards and guidelines
- Establish and maintain quality service of the House foster family centered care
- Knowledgeable of and able to assist with daily guest services responsibilities
- Establish good working relationships and collaborative arrangements with corporates, foundations, government and other organizations to help achieve the goals of the organization
- Set a positive culture of teamwork and community within RMHC family
- Be an active and supportive member of the House and Volunteer Team participating in meetings and related activities
- Assisting role in the second Ronald McDonald House project included but not limited to FF&E, survey conduction, research and reports

### Requirements:

- Degree holder in Hotel Management or Hospitality
- Minimum 2 years of working experience in supervisory level, experience in procurement policy, arrangement and supervision of works in hotel/ quarter R&M and FF&E
- Preferable with experience in management of cross-sector initiatives, smart/ computerized house/ expansion/ development project, Computerized Maintenance Management System (CMMS)
- Strong sense of responsibility and detail minded for project management related to the House
- Strong management skills and personal drive with innovative and growth mindset, good at House administration and documentations, staff management and time management
- Excellent language, computer, interpersonal and stakeholder management skills
- Passionate in charities works and community services
- Pleasant and friendly. Willing to help and able to work on shift and holidays

We offer attractive remuneration package to the right candidate. Interested parties please send your CV with present and expected salary to [admin@rmhc.org.hk](mailto:admin@rmhc.org.hk)