



**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 are passionate about providing a home away from home for families with seriously ill children. The Kwun Tong House is under development.

## **OPERATIONS**

### **◆ Assistant House Director – Kwun Tong House**

#### Key Responsibilities:

- Plan, prepare and ensure smooth operations up to RMHC standard for Kwun Tong House, including but not limited to participate and provide feedback at the Building Committee on the features required to optimize the efficiency in running the House from a housekeeping point of view
- Assist the Executive Director in the Kwun Tong House development project, including but not limited to FF&E, survey conduction, research and reports establish and new set up related matters
- Support the development, implementation and supervision of both strategic and organization growth plans
- Assist the Executive Director with determining new priorities, programs, services and ways to serve families better
- Establish and reinforce networks and alliance with major stakeholders
- Provide leadership in the building, management and development of House Team of Kwun Tong House
- Work with the Executive Director and Human Resource Committee to develop and implement staff learning opportunities, including formal and informal professional
- Supervise, measure and evaluate the operations of the House in support of RMHCHK's goals and overall mission
- Work closely with Development Team and Shatin House Team, ensuring that a positive independence exists
- Provide support to Shatin House as needed

#### Specific Requirements for this position:

- Manager or above with minimum 15 years of hospitality experience in the Housekeeping or Rooms Division area

### **◆ Senior House Manager – Kwun Tong House**

#### Key Responsibilities:

- Oversee day to day operations to support growth and strategic goals of the organization
- Supervise, measure and evaluate the operations of the House in support of RMHCHK's goals and overall mission
- Liaise with partner hospital for effective House Operation Protocol
- Assist the Executive Director in the Kwun Tong House development project, including but not limited to FF&E, survey conduction, research and reports establish and new set up related matters
- Establish and reinforce networks and alliance with major stakeholders
- Work closely with Development Team and Shatin House Team, ensuring that a positive independence exists
- Provide support to Shatin House as needed

Specific Requirements for this position:

- Manager or above with minimum 10 years of hospitality experience in the Housekeeping or Rooms Division area

◆ **Assistant House Manager – Shatin House**

Key Responsibilities:

- Assist in overseeing the day-to-day House operations, staff management and maintain quality service of the Shatin House foster family centered care
- Plan, arrange and manage renovation/ R&M projects for Shatin House, keep proper record and documentations, prepare reports as needed
- Establish good working relationships and collaborative arrangements with corporates, foundations, government and other organizations to help achieve the goals of the organization
- Work closely with Development Team and Shatin House Team, ensuring that a positive independence exists
- Be an active and supportive member of the House and Volunteer Team participating in meetings and related activities

Specific Requirements for this position:

- Minimum 5 years of working experience in supervisory level

General requirements for OPERATIONS positions:

- Degree holder preferably in Hotel Management/ Hospitality /Engineering
- Knowledge of facilities management/ building management/ procurement/ expansion or development project/ Computerized Maintenance Management System (CMMS)/ new set up will be a definite advantage
- Good at House administration and documentations, staff management and time management
- Hands on experience in arrangement and supervision of works in hotel/ quarter R&M and FF&E, knowledge of facilities management or building management is a plus
- Experience in Housekeeping and Management is preferred
- Knowledgeable of and able to assist with daily guest services responsibilities
- Pleasant and friendly. Willing to help and able to work on shift and holidays

## **FUNDRAISING & DEVELOPMENT**

### ◆ **Assistant Director of Development**

#### Key Responsibilities:

- Assist the Executive Director to plan, coordinate and execute fundraising and communications development projects
- Develop new fundraising strategies and business plans to support the growth of the organization
- Explore digital donation including e-marketing
- Function as both a leader and coach focused on building organizational capacity through the development and empowerment of staff in Fundraising and Communications Team
- Establish and reinforce networks and alliance with major stakeholders
- Identify and prepare grant proposals to applicable foundations
- Work closely with House Team and Finance & Admin. Team, ensuring that a positive independence exists
- Prepare projects' progress report to funders funding for second House development

#### Specific Requirements for this position:

- Minimum 5 years of relevant experience in managerial level

### ◆ **Fundraising Manager**

#### Key Responsibilities:

- Work with the Committees and Management Team to establish annual financial goals and strategies of Corporate Partnership and Donor Acquisition; to maintain and create new relationships with corporate and organizational donors throughout the funding area
- Execution and coordination of donor acquisition plan to achieve donor engagement, corporate donor partnership and fundraising objectives
- Work closely with House Team and Finance & Admin. Team, ensuring that a positive independence exists
- Maintains involvement with external organizations and professional groups that may provide continuing education and connection for relationship building with donors/ supports

#### Specific Requirements for this position:

- Minimum 3 years of working experience in supervisory level
- Fluency in Mandarin and English

#### General requirements for FUNDRAISING & DEVELOPMENT positions:

- Degree holder preferably in Marketing or Business Management
- Strong track record and industry connections is a must. Experience in international charity, NGO or educational institution is an advantage
- Strong personal drive with an innovative and creative mindset

General requirements for ALL of the above positions:

- High degree of personal initiative, passionate in charities work and community services
- Strong sense of responsibility and detail minded
- Strong leadership, good team player, analytical thinker and ability to work independently
- Excellent interpersonal, communications and presentation skills
- Excellent English and Chinese language skills
- Proficiency in PC, website, digital and social media applications
- Set a positive culture of teamwork and community within RMHC family

**ADMINISTRATION**

◆ **Project Assistant (Part-Time)**

Key Responsibilities:

- Information research for special projects
- Write up project proposals, formal minutes and email drafts etc.
- Implementation of special projects upon approval
- Liaison with intern and external parties in order to carry out the projects
- Ad hoc duties per assigned

Requirements:

- Degree holder preferably in Communications or related disciplines
- Excellent language skills (written English and Chinese)
- Proficiency in computer usage, expert in making PowerPoint presentation
- Strong sense of responsibility and detail minded
- Experience in sales & marketing / communications is a plus
- Able to work independently and under pressure

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)