



Keeping families close™

23 To Shek Street, To Shek Village, Shatin, H.K.
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Email: rmh@rmh.org.hk
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RONALD MCDONALD HOUSE CHARITIES HONG KONG

Assistant Director of Development

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 26 years and worldwide for 48 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

The Assistant Director of Development should be an experienced strategist assist the Executive Director to plan, coordinate and execute fundraising and communications development projects, to develop new fundraising strategies and business plans to support the growth of the organization.

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 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

Requirements:

- Degree holder preferably in Marketing or Business Management
- Minimum 5 years of relevant experience in managerial level
- Strong track record and connections is a must. Experience as Relationship Manager in i-bank is an advantage
- Strong personal drive with an innovative and creative mindset
- 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

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RONALD MCDONALD HOUSE CHARITIES HONG KONG **Fundraising Manager/ Assistant Fundraising 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 25 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.

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The Fundraising Manager/ Assistant Fundraising Manager should be an energetic creative professional primarily focus on the development and implementation of fundraising strategies, planning and execution of fundraising plans. This could include individual and major gifts, corporate sponsorships, direct mail, foundation grants, special events, online fundraising and third-party initiatives.

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Key Responsibilities:

- Work with Executive Director and Director of Development/ Assistant Director / Senior Fundraising Manager to establish annual financial goals and strategies; to maintain and create new relationships with corporate and organizational donors throughout the funding area
- Act as lead staff for corporate partnership program, establish good working relationships and collaborative arrangements with corporates, foundations, government and other organizations to help achieve the goals of the organization
- Assist the Director of Development/ Assistant Director/ Senior Fundraising Manager to develop new fundraising channels, e.g. digital and e-marketing donation
- Execution and coordination of donor acquisition plan, annual and special fundraising events/ activities, to achieve donor engagement, corporate donor partnership and fundraising objectives
- Work with Communications Consultant to shape and maintain on-line presence including fundraising on the website, marketing and communications that support fundraising efforts and special events promotion
- Work in collaboration with the Assistant Fundraising Manager to develop and maintain proper procedures and record keeping of donors
- Responsible for grant writing and foundation relationships including research, application, tracking and reporting
- Set a positive culture of teamwork and community within RMHC family
- Assist Executive Director, Assistant Director/ Senior Fundraising Manager and Fundraising Committee in the fundraising plan for sustainability of the existing and new Ronald McDonald Houses in Hong Kong
- Assist in Furniture, Fixtures, and Equipment of the second Ronald McDonald House in Hong Kong, including but not limited to tender preparation and exploration of opportunities for items solicited by donation in kind
- Maintains involvement with external organizations and professional groups that may provide continuing education and connection for relationship building with donors/ supports

Requirements:

- Degree holder preferably in Marketing or Business Management
- Minimum 3 years of relevant experience in supervisory level, experience in international charity, NGO or educational institution is an advantage
- Good team player and ability to work independently
- Excellent interpersonal, communications and presentation skills
- Excellent language, writing, project development and management skills
- Proficiency in computer, website, digital and social media applications
- High degree of personal initiative, passionate in charities work, community services and a strong personal drive with an innovative and creative mindset



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RONALD MCDONALD HOUSE CHARITIES HONG KONG

House Manager (Kwun Tong)

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Report directly to the Assistant House Director (Kwun Tong), House Manager (Kwun Tong) is primarily focus on the House operations management. He or she is expected to play an important role 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.

Key Responsibilities:

- Ensure compliance with all House policies issued in accordance with RMHC Global guidelines, particularly those that serve to protect and maintain a safe and pleasant environment within the House
- Ensure the proper functioning of the House and the well-being of the families who stay there
- Solve problems inside and outside the office hours of both the staff who work in the House and the families who stay there; manage emergency situations or other circumstances outside of the working hours
- Direct and manage the human and economic resources necessary to attend to the families staying at the RMH Kwun Tong
- Identify new needs in its geographical scope of action in relation to programs and services
- Implement a good People Management Plan, including employee recruitment, training, development, and succession planning



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- Supervise, measure, and evaluate the operations of the House and the performance of the House Operation Team in support of RMHCHK's goals and overall mission
- Scheduling and managing the overnight, weekends and holidays' manpower and working effectively in a team environment
- Act as a link between house employees, volunteers, and hospital staff
- Working closely with hospital Medical Social Workers and maintain a fluid relationship with Hospitals and with the medical community
- Monitoring facilities condition, operations, and maintenance. Schedule regular safety checks and supervises overall maintenance and repair of the House
- Carry out fundraising or fundraising initiatives detecting those opportunities to disseminate the work of the House (forums, conventions, etc.)
- Assists to organize and carry out events and activities for the obtaining of funds with Fundraising Team
- Assist in the development and administration of the budget as it pertains to House operations
- Performs functions of representation of the House before public and private entities of its geographical scope
- Assist in projects included but not limited to survey conduction, research and reports establish and maintain quality service of the House foster family centered care
- Set a positive culture of teamwork and community within RMHC family

Requirements:

- Degree in social sciences or related disciplines
- Minimum 5 years of relevant experience as Manager or Assistant Manager in non-profit organization or social entity
- Previous experience in management of residences, schools, or long-stay centers for people with illnesses; and/ or experience in housekeeping management and organizing events; and/ or knowledge of facilities management or building management - are advantages
- Capacity for public relations and fundraising for NGOs
- Ability to work independently to coordinate/ manage multiple projects, and to work cooperatively in a small staff-team structure
- Flexible, diplomatic, reliable, with a positive attitude
- Strong organizational and interpersonal skills
- Proficient computer skills including familiarity with Microsoft Office
- Good command of spoken and written Cantonese, English and Mandarin

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RONALD MCDONALD HOUSE CHARITIES HONG KONG Assistant House Manager (Shatin House)

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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.



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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
- Assist in projects included but not limited to survey conduction, research and reports 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

Requirements:

- Degree holder in Hotel Management / Engineering / Hospitality/Social Work
- Minimum 5 years of working experience in supervisory level, experience in procurement policy, arrangement and supervision of works in
- Knowledge of facilities management or building management is preferred
- Experience in procurement and project management
- Preferrable 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

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RONALD MCDONALD HOUSE CHARITIES OF HONG KONG Finance Manager

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RMHC Hong Kong is looking for a dynamic, detail minded and compassionate professional to join our growing team in the role of **Finance Manager**. This position is mainly responsible for managing the finance and accounting functions, and to ensure good internal control and effectiveness in financial reporting. He/ she plays an important role in operations as the organization continues to grow.

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Key Responsibilities:

- Manage the finance and accounting functions including but not limited to annual budget, communications with the Board and RMHC Global
- Ensure good internal control & effectiveness in financial reporting
- Monitor the month-end closing tasks and consolidations, ensure completion in an accurate and timely manner
- Provide related financial & budget control reports and analysis
- Participate in the development projects and update of accounting policy and procedures
- Negotiate and arrange banking facilities or other services with banks
- Liaise with external auditors
- Supervise and work together with the Accountant to handle daily accounting and finance operations
- Handle ad-hoc tasks as required

Requirements:

- Degree in Accounting or related discipline
- Member of ACCA / HKICPA or other relevant professional bodies
- Minimum 8 years' relevant working experience in accounting / finance field with 3 years' experience at management level
- Strong governance sense and innovative to initiate change
- Familiar with accounting standards and related system program development
- Good accounting knowledge and management skills
- Fluent in spoken and written English and Chinese

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