



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
Website: <http://www.rmh.org.hk>

RONALD MCDONALD HOUSE CHARITIES HONG KONG **Assistant Communications Manager**

RMHC Hong Kong (Ronald McDonald House Charities® Hong Kong) is a fast-growing organization looking for passionate talents to join. The mission of RMHC Hong Kong is to create, find and support programs that directly impact the health and well-being of seriously sick children and their families that we have served for over 26 years and worldwide for 48 years. At RMHC Hong Kong, we provide a ‘home away from home’ accommodation and ‘family-centered care’ services to ensure families stay close together while their child is undergoing hospital treatment.

To fulfil the rising demand for the unique services we provide, we are expanding to 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

Report directly to the Communications Consultant, the Assistant Communications Manager will primarily focus on the development of communication materials promoting the brand of RMHC Hong Kong and assisting the launch of communications projects and events.

The 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:

- To assist the implementation of branding, publicity, and marketing communications activities
- Brainstorm new ideas and innovative content strategies
- Responsible for writing, translating, and editing corporate collaterals, annual report, marketing materials, website content, newsletter etc.
- Update digital media with timely content
- Update website content
- Optimize headlines, taglines, social media and YouTube video copies to drive a higher click-through rate
- Conduct competitors research and keep abreast of market trends

Requirements:

- Degree in Communications, Language, Marketing, BA or related discipline
- Minimum 3 years of writing and communications experience
- Native English writing, editing and proofreading skills
- Excellent Chinese writing and translation skills
- Creative mindset with marketing sense
- Ability to multitask, prioritize tasks and meet expected timelines
- Ability to collaborate well with graphic designers and video editors

Interested parties please send your CV with present and expected salary to admin@rmhc.org.hk



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RONALD MCDONALD HOUSE CHARITIES HONG KONG

Assistant Fundraising Manager

RMHC Hong Kong (Ronald McDonald House Charities® Hong Kong) is a fast-growing organization looking for passionate talents to join. The mission of RMHC Hong Kong is to create, find and support programs that directly impact the health and well-being of seriously sick children and their families that we have served for over 26 years and worldwide for 48 years. At RMHC Hong Kong, we provide a ‘home away from home’ accommodation and ‘family-centered care’ services to ensure families stay close together while their child is undergoing hospital treatment.

To fulfil the rising demand for the unique services we provide, we are expanding to 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.

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The Assistant Fundraising Manager is a role to a creative team that creates opportunities to raise fund to support RMHC Hong Kong to deliver its mission in Keeping Families Close while a child in chronic health condition is undergoing hospital treatment. The position will support the team’s delivery of a variety of existing fundraising activities with avenue to create and deliver their new ideas. The position welcomes individuals wanting to create a highly valued and highly rewarding career path in the NGO sector.

Candidates should possess marketing/PR and event management (on-ground and online) experience, being an excellent communicator, able to deliver high quality customer service / donor stewardship and preferably comes from sales / loyalty programs background. Previous experience in fundraising is desirable but not a must.



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Key Responsibilities:

- Support the delivery of fundraising initiative, from on-ground events to online activities. Achievement focused, working towards reaching / exceeding fundraising targets.
- Prepare rundown for events, coordinate with internal and external stakeholders and provide high quality customer services to participants, donors and partners.
- Create new fundraising opportunities, from seeking new partnerships with corporates and creating new opportunities.
- Prepare proposal, PowerPoint and various publicity materials that effectively motivate action from donors or potential partners.
- Support daily running of the team, providing substantial support to line manager and team head.

Requirements:

- Degree holder preferably in Marketing, Communications or Business Management
- Minimum 5 years of relevant experience in event management (on-ground and online), marketing communications and/or public relations, sales/loyalty program management.
- Excellent interpersonal, communications, presentation project planning and management skills.
- Excellent language skills, written and verbal, in English and Chinese.
- Proficiency in computer, website, digital and social media applications.
- High degree of personal initiative and drive with an innovative and creative mindset.
- A good team player while able to work independently. Learn quickly and able to deliver ad hoc projects / under tight deadlines.
- Experience working in NGOs, educational institutions or agency would be an advantage.

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RONALD MCDONALD HOUSE CHARITIES HONG KONG

Family & Guest Officer (Shatin House)

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 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.

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Report directly to the Assistant House Manager, Family & Guest Officer is primarily focus on the arrangements for the children and families and house operations. He or she is expected to assist in the promotion of family centered care services via psychological and social support through RMHC services and programs.



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Key Responsibilities:

- Assist the Assistant House Manager and House Manager in providing administrative support in operations e.g. records, scheduling, House related filing systems, day-today and yearly repair and maintenance contracts and record systems etc.
- Arrange check-in for children and families and case referral from partner hospitals
- Assist the House Manager to ensure the House facilities and equipment are well maintained and in high quality of service.
- Scheduling the House facility contractors to provide quality and efficient repair and maintenance services

Requirements in this position:

- Diploma or above in Administration or related disciplines
- Minimum 3 years of experience in social services or schools
- Excellent language skills (written English and Chinese)
- Proficiency in computer usage, expert in Excel and PowerPoint presentation
- Passionate in charity work to help the children and families in need

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