



Ronald McDonald
House Charities™
United Kingdom

Trustees

- 1x Paediatric experience
- 1x Finance and investments experience

Candidate Pack

April 2026



Note from our Chair and Chief Executive

Thank you for your interest in joining the Board of Ronald McDonald House Charities UK at this hugely exciting time for our organisation.

Our mission is rooted in a deep understanding of the emotional and practical challenges families face when their child is in hospital. We are committed to helping families cope and providing the support they need throughout their child's medical journey.

For thousands of families each year, specialist medical treatment is far from home and, without us, families are forced into a long daily commute, to sleep on hospital chairs, in their cars, or, where available, on a pull-down bed.

As the leading provider of family accommodation, we have a network of 14 Houses across the UK that provide a haven for families, accommodating 530 families each night and allowing parents and siblings to stay together. We also welcome thousands more each year into our Houses to use the communal facilities to rest, refresh and recharge for the following day by their child's bedside.

However, we know there is significant unmet demand, and our focus for the next five years is to serve more families and to serve them better through an expanded programme of practical and emotional support.

To help us deliver on these ambitions, we are seeking to appoint two new Trustees to our Board.

The first appointment is for a Trustee with significant paediatric experience. This individual will bring a strong clinical perspective and a deep understanding of the healthcare environment in which we operate. They may come from a senior paediatric, nursing or allied health background or bring strategic or operational experience from the children's health sector and will help the Board better understand the needs of children, families and the wider hospital system.

The second appointment is for a Trustee with strong finance experience, including knowledge of investments. This individual will provide strategic

oversight and challenge in relation to financial sustainability, reserves, investment strategy and governance, while supporting the Board on stewardship of assets and future growth ambitions.

We are keen to ensure the Board reflects a diverse range of perspectives, backgrounds and experiences, and are particularly interested in candidates who can bring lived experience, empathy and insight into the realities families face during a child's hospital stay. We also welcome applications from first-time trustees as well as those with previous non-executive or charity board experience.

We start this journey from a position of unique strength, with the weight of the McDonald's system behind us. The support we receive from McDonald's is immense, from fundraising in restaurants to relationships across its vast supply chain. However, whilst this support remains critical, we know we must continue to broaden and diversify our income and strengthen our organisation for the future.

We are entering a pivotal phase. By 2029, we aim to grow income from £14.5m to more than £20m, while reducing reliance on McDonald's income from 70% to under 60%. At the same time, we want to ensure our governance, financial resilience and clinical understanding are strong enough to support our long-term ambitions.

Thank you for considering this opportunity to work with us on this important journey. We look forward to learning how your skills, experience and values align with our mission – and how, together, we can make a lasting impact for families with seriously ill or injured children.

Best wishes
Jeff Fergus, Chairman
Ella Joseph, Chief Executive Officer



Our purpose and impact

Our purpose

At Ronald McDonald House Charities UK, we exist to help families with children in hospital cope with the practical and emotional challenges they face. Our ambition is to serve more families and serve them better.

Our diversity statement

We aim to cultivate a culture of inclusion for all employees that respects their individual strengths, views, and experiences. We believe that our differences should be celebrated as this enables us to be a better team -one that makes better decisions, drives innovation, and delivers better results.

Our Impact

We are passionate about the support we give to families each year. Since 1989, we have supported over 100,000 families from all walks of life, living in the UK or coming from abroad for specialist care. For those families, staying close to their child in hospital receiving care is the number one priority.

Our values

- We celebrate the diversity of our people
- We value our heritage
- We focus on the critical needs of children and their families
- We operate with accountability and transparency

Our families

Across our 14 locations in the UK, our Houses aim to reduce the emotional and financial burdens that come with having their child in hospital. Families often wish to share their stories with us, highlighting their family's journey through honest and first-hand experiences.



8,488

families supported in 2025.



79

The average distance in miles from a family's home to hospital.



£1,800

On average a family saves in out-of-pocket accommodation costs (based on 2024 research).



16

Average length of family stay in nights.



10,200,000

Miles we saved families from travelling to and from hospital in 2025.

Our families



“Our world crashed around us”: Mabel’s family experience

At the beginning of 2025, five-year-old Mabel became poorly with what her parents suspected was a common flu virus. As time progressed, Mabel’s health worsened and she had to be rushed to hospital where it became apparent that she would require an unexpected stay. Mabel’s parents found themselves two hours away from home, in a new city and unsure of how they could manage their lives during this difficult time. Thankfully, with the support of Ronald McDonald House Charities UK, Mabel’s family found comfort and security at the Camberwell House.

“Being able to have some family ‘normal’ time again, in a clean and comfortable environment, was simply amazing. Spending time with our baby but also knowing that Mabel was being cared for and spending time with her grandparents just a short distance away, was the biggest comfort ever. Allowing us to stay close together during this scary time really made a huge positive impact on our awful situation. Seeing friendly and familiar faces every morning and every evening at the Camberwell House was comforting. Just knowing these people are present and available for families to care for them is amazing.”

Jessica, Mabel’s mum

Mabel’s family stayed at our Camberwell House



“No-one can prepare you for what we went through”: Amara’s family experience

At just four days old, baby Amara stopped breathing. As a new parent, Amara’s mum Ushma felt completely lost, while medics worked on her tiny daughter, to try to save her life. Once stabilised, Amara was rushed to the family’s local hospital and later transferred to Evelina London Children’s Hospital. Her recovery was long and complex, but she gradually stabilised and began to thrive.

Amara’s desperately worried parents were accommodated at the nearby Ronald McDonald House, meaning they could be just a short walk away from their sick child, at any time of the day or night. After everything Amara had been through, her mum kept a diary during her time in intensive care, capturing each moment of the journey. Back home, loved ones added their own reflections, and what began as a personal record grew into a book, *Dear Amara: How You Survived*.

“The book aims to empower other families and reassure them, as they navigate the trauma of having a sick child in hospital. I also hope it will encourage others to open up about their feelings and talk about what they’re going through. In the Acknowledgments section of the book, I thanked Ronald McDonald House Charities UK for allowing us to be close to Amara, and for saving us the added stress and burden of having to travel across London every day.”

Ushma, Amara’s mum

Amara’s family stayed at our Evelina London House

Governance and strategic leadership

The Board of Trustees drives the governance and strategic leadership of the charity. The Chief Executive and her team pride themselves on the strength of the relationships they have with the Board and quality of the material that they provide trustees to facilitate strong governance, financial probity and accountability.

- The full Board of Trustees meets quarterly. These tend to be in-person meetings during working hours. In addition, Trustees can serve on subcommittees according to their area of expertise and experience.
- Trustees are inducted through an orientation programme involving visits to our Houses and training around the charity's strategic goals.
- Trustees serve for a term of three years and can be reappointed for a maximum further two terms before they must retire for a year.
- All Trustees give their time freely. Reasonable expenses (e.g. travel to meetings) will be reimbursed in line with Ronald McDonald House Charities UK expenses policy.
- The liability of Trustees is limited. Every member of the company undertakes to contribute a maximum amount of £1 to the company's assets.
- Ronald McDonald House Charities UK is an independent charity, and a licensed chapter of a global network of Ronald McDonald House Charities.



Responsibility for the day-to-day management of Ronald McDonald House Charities UK is delegated to the Chief Executive and her Executive Team consisting of:

- Director of Engagement
- Director of Finance and Technology
- Director of People and UK Operations

The rest of the charity's staff team works across Family Services, Engagement, and Finance and Technology, split between our offices in London, Sutton Coldfield and within our Ronald McDonald Houses. We also have a passionate and dedicated team of staff working within each of our 14 Ronald McDonald Houses.

Role Profile – Trustees

Role Purpose

Ronald McDonald House Charities UK is seeking two new Trustees to join a passionate and committed Board of Trustees. Together, the Board sets the direction of the charity, holds the CEO and Executive Team to account, and ensures we deliver our mission to help families with children in hospital cope with the practical and emotional challenges they face.

We are seeking applications from individuals with expertise in one of the following areas:

- Significant paediatric, children's healthcare, nursing or allied health experience.
- Strong finance and governance experience, including knowledge of investments.

Key Responsibilities

Provide strategic insight and constructive challenge to Ronald McDonald House Charities UK in relation to the clinical and healthcare environment in which it operates, or financial sustainability, reserves, investment strategy and governance.

Be an active member of the Board of Trustees across all its key responsibilities to:

- Support the purpose of the charity and act as its guardian and champion.
- Maintain up to date knowledge of the charity and its environment.
- Act in the best interest of the charity and uphold its reputation.
- Strive to establish respectful, collegiate relationships with fellow trustees and members of the charity team.

Person Specification

Skills, Knowledge and Experience

- Significant senior strategic or frontline experience in either paediatrics, children's healthcare, nursing or an allied health profession; or in senior finance, investment management or a related professional field.
- Strong understanding of either the healthcare environment in which Ronald McDonald House Charities UK operates, including the needs of children, families and hospital systems; or of financial sustainability, reserves management and investment strategy.
- Ability to bring either a clinical or financial perspective to Board discussions and support the organisation's long-term strategic development.
- Experience of working collaboratively across complex organisations and with a range of stakeholders.
- Strong communication and influencing skills, with a collaborative approach.
- Analytical and strategic thinker with the ability to analyse complex information and readiness to offer constructive challenge.
- Understanding of governance, risk and the role of a non-executive trustee.
- Lived experience, empathy and insight into the realities families face during a child's hospital stay would be highly valued.





Role Profile – Trustees (Continued)

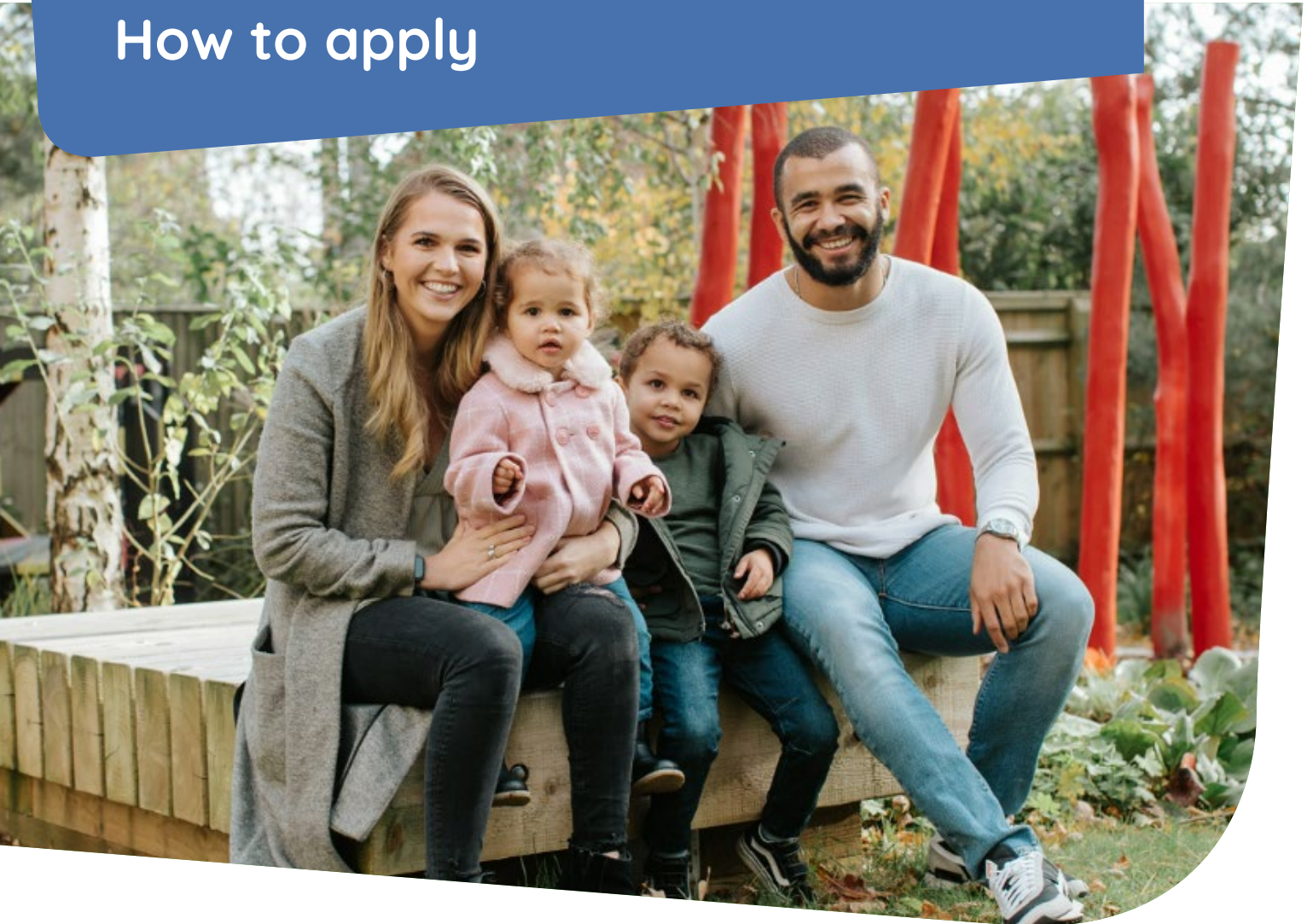
Values and Behaviours

- Passion for Ronald McDonald House Charities UK's charitable purpose and personal alignment with its values.
- Commitment to undertake the role of trustee with accountability, integrity and openness.
- Respect for confidentiality and collective decision making.
- Ability to act as an engaging ambassador for the charity, including in a fundraising environment.
- Willingness to dedicate time and energy to this role.

Time Commitment and Remuneration

- Attend and actively contribute to four in-person Board meetings annually, as well as the time needed to prepare for these meetings and occasional engagement outside of meetings. Additional time to serve on a sub-committee of the Board by mutual agreement.
- This is a voluntary role and all Trustees give their time freely. Reasonable expenses (e.g. travel to meetings) will be reimbursed in line with Ronald McDonald House Charities UK expenses policy.

How to apply



Tall Roots is acting as an employment agency partner to Ronald McDonald House Charities UK.

Applications should be made online at www.tallroots.co.uk/rmhc-trustees and include:

- A CV
- Cover letter (no more than two pages), explaining your motivation for applying for the role, along with how you meet the Person Specification.

The closing date for applications is **Friday 29th May 2026.**

Preliminary interview with Tall Roots will be held during **w/c 8th June 2026.**

Final panel interviews with Ronald McDonald House Charities UK are planned for **late June/early July.**

If you have any questions relating to the role or the process, or would like any adjustments made to accommodate your needs, please contact Mark Crowley at Tall Roots by email at mark.crowley@tallroots.co.uk.



Ronald McDonald
House Charities™
United Kingdom

Tall Roots Search
Recruiting exceptional leaders
for inspiring organisations

www.tallroots.co.uk

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