

**United Synagogue Job Description**

**JOB TITLE:** Membership Executive

**DEPARTMENT:** Membership Department

**LOCATION:** Ballards Lane**,** North Finchley

**HOURS:** 24 hours (Inc. some evenings – working days are negotiable)

**SALARY:** £20,500 per annum

**REPORTS TO:**  Membership & Community Administration Manager

**BENEFITS:** 20 days holiday, plus 8 Bank Holidays - pro rata

Jewish festivals when they fall on a normal working day

Childcare Vouchers

 Auto-Enrolment Pension

**JOB PURPOSE:**

The purpose of this post is to:

* Implement and bring in to operation and usage of the new US Membership Retention Protocol
* To work alongside the US Membership Team, local Administrators and local Financial Representatives in relation to ensuring the Retention Protocol is put into place and actioned

**DUTIES & RESPONSIBILITIES OF THE POST**

* Implement and bring in to operation the new US Membership Retention Protocol
* To liaise with the US Membership Team and local Administrators in respect of ensuring the Retention Protocol is put in to place across all US member synagogues and has been correctly recorded on US Membership System
* To be in contact with local Financial Representatives & local Administrators to ensure the US Retention Protocol is adhered to within the US member Synagogues
* To contact US members directly by telephone, who have had their memberships terminated from their local US member synagogue
* To be the liaison between local Financial Representatives and members with the view to retain them where possible as US members
* To work alongside the US Finance Department as and when required
* To record and create statistics of key trends on US Membership leavers
* To analyse statistical trends in membership
* To share key trends of leavers with US departments
* To administer US Central Membership
* As part of the US Membership Team to service members and non-members queries by telephone, e-mail or at times in person

**PERSON SPECIFICATION**

**The person to be appointed to this post should able to demonstrate the following:**

Essential:

* Previous customer services experience
* Demonstrate a consistently high quality customer focused service
* Basic financial knowledge
* To work unsupervised and to manage own workload
* Ability to carry out work with accuracy, paying attention to detail to ensure work is carried out to the quality expected
* Excellent communication skills & strong organisational skills
* Good IT skills, with experience of using Microsoft Word, Excel, outlook and databases, and the ability to set up and operate effective systems
* Work in a professional manner and develop effective working relationships with colleagues and external customers at all times
* Ability to multi-task, work independently & as part of a team, to undertake forward planning and drive forward new initiatives, if applicable

Desirable:

* Knowledge of orthodox Jewish Customs and Practice

**GENERIC DUTIES**

* Committed to the aims of the United Synagogue and act as an ambassador for the organisation
* Comply with The United Synagogue’s policy and procedures and code of expectations
* Bring to the attention of senior staff any health and safety requirements, which become obvious. In the event of any immediate danger, to take the appropriate action to reduce risk to physical danger to employees, members, contractors, volunteers, children, parents, visitors or staff
* Work collaboratively with other colleagues across the organisation to ensure the United Synagogue can achieve its vision, mission, and strategy
* Undertake appropriate training as requested by your line manager in conjunction with the Human Resources Department and be committed to own continuous professional development
* Carry out any other reasonable duties as requested by the Chief Executive or other designated senior staff/undertaking such other duties that occasionally fall within the purpose of the post
* Maintaining high levels of discretion and confidentiality at all times
* This job description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post and the key tasks and responsibilities are subject to change, any changes will be made in consultation with the post holder
* This Job Description is subject to alteration in response to the changes in legislation or The United Synagogue’s operational procedures