

**United Synagogue Job Description**

**Job Title:** Event System Co-ordinator

**Salary:** £25,000 per annum

**Department:** Marketing

**Location:** North Finchley, N12

**Benefits:** 20 days holiday, plus Statutory Bank Holidays

& Jewish festivals when they fall on your normal working day

Childcare Vouchers

 Auto enrolment Pension

**Reports to:**  Marketing Director

**Hours:** Full time - 35 hours per week

9 am to 5 pm Monday to Thursday, the office closes early on Fridays - 9 am to 3 pm in Summer months and 9 am to 1 pm on Fridays in Winter months

**Job Purpose:**

The purpose of this post is to:

To ensure the smooth running of the US Events Booking System

**Key Tasks, Responsibilities of the post**

* Train all new users on the system – need to be extremely proficient programme user and excellent trainer (approximately 8-10 training sessions per year for up to 5 people in each session).
* Arrange training sessions for new users of the events system in liaison with other departments – mostly community, finance, Youth Directors.
* Management of the Events portal – approving events for the system by maintaining quality look for events, proofreading, guarding of US ethos.
* Management of all 120+ events administrators providing ongoing support and problem solving. Needs to be someone with a lot of patience, can explain technical issues in a non-technical way and exceptional customer care skills.

(on a quiet day, this can be approx 30% time commitment, on a busy day (e.g. pre RH,YK, Shabbat UK, Purim, Pesach) as much as 75% time commitment.)

* Assisting some shuls, the Office of the Chief Rabbi and other US department with their events/system management (e.g. smaller shuls that don’t have the admin support to do this)
* Assisting shuls in issuing refunds for cancelled tickets.
* Receipt of events@theus.org.uk and responsible for ensuring all these member enquiries are passed on to relevant department and/or resolved.
* Assisting members who have trouble using/logging in to the ‘My US’ portal in relation to the Events System.
* Liaison with IT department to ensure that all system user’s issues are resolved e.g. System bugs.
* Working with IT departments to manage and implement Event System developments and updates.
* Responsible for communicating changes and updates to Events users.
* Responsible for managing updates to design, look and functionality of the Events System.
* Responsible for providing any Events system reports/statistics to line manager
* Promotion of the Events System to US member shuls

**Person Specification**

**Essential:**

* Expert written and grammar skills
* Excellent understanding of computer programmes and computer skills Ability to communicate effectively to non-technical people on how systems work
* Exceptional telephone manner
* Tenacity
* Problem Solving
* Ability to keep calm
* Ability to communicate with professional staff, lay leaders and Rabbis
* Ability to multi task

**Generic other duties**

Must be:

* 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.
* Undertake 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. They 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 changes in legislation or The United Synagogue’s operational procedures.

This post requires a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue.  Please ensure that you complete the United Synagogue Application Form Part 2 appropriately.