

## United Synagogue Job Description

**Job Title:** Community Administrator

**Working hours:** 21 hours per week

 Mon to Thurs 9.30am – 14.00pm & Sunday 9.30pm – 12:30 pm

**Location:** Redbridge United Synagogue

**Annual Salary:** £13,104 per annum

**Reports to:** Chair/Financial Representative of Redbridge

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

 Jewish festivals when they fall on a normal working day Childcare

Vouchers Auto-Enrolled Pension

 **JOB PURPOSE:**

The Community Administrator is an employee of the United Synagogue. The role is to assist with the efficient operation of Redbridge US and is the first point of contact for the community on a range of issues.

To provide proactive, professional, financial and administrative support for Redbridge Synagogue thereby assisting in managing the affairs of the Synagogue whilst delivering a high level of customer service to the community. To provide secretarial duties to the Chair, BOM and the Rabbi as and when required.

**1. FINANCIAL DUTIES**

Reporting to the Financial Representative:

* To record, reconcile and pay monies into bank accounts including direct debits.
* To take payments over the phone and in person.
* Maintain full records of all payments and receipts in respect of Synagogue accounts, including those for donations, functions, and other education events.
* To maintain petty cash records and receipts.
* To run monthly reports on members' outstanding fees.
* Ensuring purchase invoices are accurately input into the system for payment. and for approval in accordance with United Synagogue policy.
* Assisting with the billing process in collaboration with the Financial Rep.
* Counting and taking money to the bank to be cashed on a weekly basis and on

 the last day of each month.

* Chasing members unpaid membership subscriptions.
* Attending to monthly expenses of Rabbi.

**2. ADMINISTRATIVE DUTIES**

To work with the Chair and Board as follows:-

* Actively promote and market Redbridge Synagogue to the wider community using social media, including Facebook and Twitter etc. and other mediums.
* To oversee the synagogue electronic diary and keep it updated.
* To oversee on line booking system for events.
* To administer attendance lists.
* To be responsible for recording of any payments and expenditure relating to events.
* To liaise with interfaith/non-Jewish organisations.
* To ensure that Redbridge Synagogue activities are marketed both internally and externally and through the United Synagogue website

1. **INFORMATION RECORDING**
* Provide general administrative support to the Chair and Board of Management.
* To take overall control of the Synagogues electronic diary.
* Ensure that the US membership database is kept up to date in line with details shown under section g below.
* Provide Membership statistical reports when required.
1. **CRP**
* Administer the Certificates of Religious Practice (CRP) scheme.
	+ Keep accurate register of the attendees
	+ Arrange the forms to be signed and returned in a timely manner.
1. **COMMUNICATIONS**
* Responsible for the weekly distribution of the weekly Shabbat Kehilla Newsheet and Chagim mailings.
* Update the website with flyers and any other information as instructed.
* Responsible for the Synagogues social media accounts to attract new members and interact with current members.
* Responsible for sending out mail shots and community emails as and when required.
* Produce accurate bereavement, mazel tov, thank you, welcome and Aliya letters.
* To update the phone service system weekly.
* Liaise with the wardens to produce accurate weekly and monthly calendars.
* Ensure Synagogue website is kept up to date.

 **e) Correspondence**

To deal with general correspondence and queries by telephone, email and in writing as instructed and required by the Chairman, FR and Rabbi.

* Open, disseminate and answer all mail (unless addressed to an individual and marked confidential) or refer on to appropriate person. Answer the telephones and answer machine: deal with members and non-members' queries by telephone, email, letter, or in person. Draft letters as requested on behalf of the Honorary Officers.
* Conduct all Synagogue correspondence as directed, communicate to the Honorary Officers all matters relating to the administration of the office and perform all duties relating to the office as directed by the Honorary Officers.
1. **DIARY MANAGEMENT**

Maintain an up to date on-line Synagogue diary of events relating to the Synagogue whether on the Synagogue premises or elsewhere. Liaise with Jewish Care to ensure all events are booked in advance. Manage any potential clashes of events. Ensure that all events comply with United Synagogue Events regulations and all paperwork is completed and sent the United Synagogue Head Office in a timely manner.

Keep the Rabbi, BoM and others as appropriate informed of diary issues. Synchronise the Synagogue diary with the Rabbi's diary.

1. **DATA**

* Maintain membership statistics and database/s and other records relating to the Synagogue and make all necessary entries. Ensure member information is complete and up to date (address changes, family members, telephone, e-mail address etc.) and provide reports.

N.B. All books, documents, computerised records and papers belonging to the Synagogues and must not, without written authority from the Honorary Officers of the Synagogues be shown to anyone except the auditors, members of the Executive, the Honorary Officers of the Synagogue or the Chief Executive of the United Synagogue.

1. **MEMBERSHIP**
* Actively using all media mediums available (Twitter, Facebook and agreed appropriate social networking sites with Chair and Rabbi) to promote:
1. Redbridge United Synagogue and its events.
* To work with the Chairman, Rabbi, Designated Board Members and/or Membership team to work on programmes to attract new members to our Synagogue.
* Work in conjunction with the Membership team to actively retain members.
* Help people to complete the membership application forms as and when required.
* To take bookings and record those people who wish to attend Synagogue Events and advise event organiser of the numbers who will attend and work with the person arranging the catering requirements by giving them the appropriate details. When the online booking system is functioning to take information from that and notify the above parties.
* From the records of the people who attend particular events, ensure they are informed about similar events.
* Keep a register of the Yahrzeits of members and notify them of their Yahrzeits at least three weeks before the anniversary occurs.
* Run a report and provide to the wardens a list of those who have Yahrzeit each week.
1. **MEMBER LIFE CYCLE EVENTS**

To deal with members in person or on the phone with regard to:

Births, Circumcision (Brit Mila) and Bar/Bat Mitzvah.

* Checking correct date and Sedra and sending and completing relevant forms as agreed by the Rabbi.

Weddings:

* To assist couples, working alongside the Rabbi with arranging date, sending and completion of applications, meeting with the couple and their families, explaining Membership related issues, ensuring that one of the couples are members of the United Synagogue for the day of their marriage and explaining the Marriage Discount Scheme available to them post marriage.

Deaths:

* To assist members in person or on the phone for bereavements.
* Gather information from the burial society and family
* Arrange for prayer books and chairs to be collected.
* Liaise with the Wardens to arrange Shiva service cover
* Send out a notification to the community.
* Assist the Care Team to keep in touch with member/s or their families after funeral/shiva when in need of most support.
* Send letters of condolence, as directed, to the respective family member/s and ensure notification of funeral/shiva arrangements are sent to members of the Board of Management and wider community as appropriate.
1. **OTHER DUTIES**
* Take minutes at Board Meetings, agree minutes with Chair and then circulate minutes to Board Members. File, signed copy of minutes in secure Synagogue cabinet.
* Take minutes at AGM - or any other Community meeting as directed by Chair.
* Assist with any other duties that The Chair, FR or Rabbi may direct the job holder to so do.
* To ensure that the yearly AGM notifications and required papers are sent out in a timely manner to comply with US regulations.
* To ensure the High Holy Days communications relating to these Days are sent out in a timely manner.
* Ensure notice boards are kept up to date and tidy.
* Liaise with Jewish Care with regards to Health and Safety issues, Cleaning and Caretaking staff.
* Deal with any emergencies in the Synagogue, obtaining the emergency services should they be required and reporting any incidents to the United Synagogue Centre and record in the official record book.

3. **CONTINUOUS PROFESSIONAL DEVELOPMENT**

The post holder in accepting this position is required to take a proactive approach to their continuous professional development and to attend training and/or learning and development events as appropriate.

**Generic duties**

Must be:

In sympathy with the aims, values and objectives 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.

Maintain 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.

**A valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue will be required. Please ensure that you complete the United Synagogue Application Form Part 2 appropriately.**

**PERSON SPECIFICATION**

**Abilities**

* Able to work accurately, unsupervised, paying attention to detail and to manage

 own workload and deliver results to tight deadlines.

* To manage and prioritise a wide range of financial and administrative tasks and duties.
* To be discreet, trustworthy and work in a professional manner preserving confidentiality at all times.
* To be able to work as an effective and proactive member of the Synagogue team.

**Skills and Knowledge**

* Excellent interpersonal and written communication skills.
* Strong computing skills and substantial experience of the use of Microsoft Word and Excel.
* Self-driven with a strong Marketing approach
* Strong aptitude for accounts and numbers.
* Good knowledge of Jewish customs and practices is desirable.
* Strong social media (Twitter and Facebook) skills.
* Previous book keeping experience desirable.