 **United Synagogue Job Description**

**JOB TITLE:** Programme & Operations Manager – South Hampstead Synagogue Centre

**LOCATION:** South Hampstead United Synagogue

**WORKING HOURS: 35** hours per week to include the basic week of: Mondays to Friday 9.00 am – 5.00 pm (30 minute unpaid lunch break), Friday 9.00 am – 1.00 pm in the winter and 3.00 pm in the summer. N.B. these times may need to be varied to cover evening and weekend events where appropriate with time off in lieu at mutual convenience. Flexibility will be required to facilitate community events and meetings.

**SALARY:** Circa£40,000

**REPORTS TO:** The Chairman

**BENEFITS:** 20 days holiday, plus 8 Bank Holidays

Jewish festivals when they fall on a normal working day

Ride-to-Work Scheme

Auto-Enrolled Pension

**JOB PURPOSE**

**In partnership and co-ordination with the lay leadership and rabbinic leadership:**

The post holder will need to deal with all members and non-members in a professional and courteous manner. They should seek to accommodate all their requests, whenever practical, to ensure that customer satisfaction is maximised.

* 1. Enable the delivery of a first-class, broad range of activities, religious, cultural, social and educational, that engage our community, achieved by:
     1. leading and line managing a professional support team;
     2. in conjunction with the Membership Administrator, promoting and developing new membership programmes for the recruitment and induction of new members into the community;
     3. partnering with our religious leadership;
     4. fostering and supporting community volunteers;
     5. driving and monitoring an effective communication strategy with our members and non-members via all forms of communication
     6. connecting with the other local Jewish institutions e.g. Schools
  2. Support and guide the Synagogue Financial Representative (FR) in the

management of synagogue finances and to:

i. Liaise with the Finance Administrator to ensure that financial information generated from the synagogue is properly reflected in accounts.

ii. Promote and maintain high standards of financial recording, monitoring and control in the running of the Centre.

1. Oversee the management of the synagogue facilities, in conjunction with Banqueting & Caretaking staff within the administrative team in order to:
   * 1. Market and facilitate simchas and events on a professional basis;
     2. Co-ordinate communal activities/groups to use the facilities;
     3. Be a warm, welcoming figure to members and visitors using the building, with time to greet them and converse with them
     4. Ensure that the building always looks in a presentable state and that our programmes have a high quality of presentation from flowers to other relevant décor as and when required
     5. Manage the Events Management Plan (EMP) and Travel Plan (TP) and manage our relationship with our neighbours and Camden Council.

##### 2 DUTIES & RESPONSIBILITIES

The Manager is an employee of the US. In carrying out the duties, the post holder should be fully acquainted with the Byelaws of the United Synagogue and how they relate to the operations of the Synagogue. The Synagogue Executive is pivotal to the efficient operation of each Synagogue and therefore your passion for the United Synagogue should be demonstrable at all times. You will act as the first point of contact for the community on a range of issues, including but not limited to:

1. Working with the community Religious and Lay Leadership to provide the infrastructure for Jewish religious life for the South Hampstead Community Centre.
2. Ensuring that the community receive relevant and high quality services from the Synagogue’s professional and administrative/caretaking and cleaning staff.
   1. **Community Activities**
3. To liaise with the Rabbinic Team, Honorary Officers and the US Centre to help maintain existing members and to attract potential new members to the Synagogue.
4. To be creative in marketing our activities to the wider community
   1. **Management of Synagogue Staff**

The Manager will be responsible for:

1. The operational management of the caretaking and cleaning staff
2. Any events and design staff whether they are in-house or third-party, part-time/full-time.
3. Instilling a strong ethos/culture of customer/member focused service
4. Setting performance targets for all staff in conjunction with the Honorary Officers.
5. Carrying out regular performance reviews, appraisals and supervision in line with the US Appraisals process.
6. Forward planning staffing levels, in particular cleaning and caretaking for known events and chaggim.
7. Providing appropriate training for Health and Safety, IT and staff development.
8. **Finance**

Ensure that the financial information of the synagogue events and community centre is reviewed at least monthly with the FR/Finance Administrator and that appropriate corrective action is taken.

1. **SOUTH HAMPSTEAD COMMUNITY CENTRE/SYNAGOGUE HIRE:**

To have overall management, overseeing the banqueting staff/Caretaking staff/Security Staff in the administration team to:

1. Market the premises for communal use.
2. Liaise with clients and caterers as to the availability, viewing and costs with regard to hiring of our Synagogue or hall. Deal with hire details and ensure that centre is set up correctly and that cleaning staff and security are booked in advance.
3. Arrange bookings and enquiries for outside organisations.
4. Ensure that the centre is correctly prepared for whatever function is being held and returned in good order.
5. **SYNAGOGUE COMPLEX:**
6. The Manager is in charge and responsible for all the property and effects used

for any events within their portfolio.

1. Ensuring that the Building is kept clean and maintained at all times.
2. **SECURITY:**
3. Making sure that the Synagogue is opened at the appropriate times. Ensuring that keys to the Synagogue are kept safe and are only given to authorised key holders with the permission of the Honorary Officers.
4. In conjunction with banqueting staff in the administration team and as appropriate – arranging security guards/CST for Hall Hire events when required. Ensuring times are correct and checked. Liaising with police and Security Company on matters of security and reporting to CST.
5. Maintain general concern for security of building.

**H) HEALTH & SAFETY**

1. To be a Health and Safety Representative, fire warden and first aider
2. To become familiar with health and safety issues
3. Ensure that the buildings comply with the Health and Safety Standards
4. Deal with any emergencies in the Synagogues, obtaining the emergency services should they be required and reporting incident(s) to The Centre and in the official record book
5. Keep updated with First Aid treatment and administer First Aid when qualified

**CONTINUOUS PROFESSIONAL DEVELOPMENT**

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

**PERSON SPECIFICATION**

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

**Abilities**

1. The job holder will have substantial managerial experience in a similar environment.
2. Must have proven experience of managing a multi–functional team.
3. The job holder will have a grasp of accounting issues and budgeting control
4. The job holder will be able to work unsupervised and to manage their own workload and deliver results under pressure and to tight deadlines and objectives.
5. They will have the ability to carry out their work with a high level of accuracy ensuring attention to detail and
6. To manage and prioritise a wide range of administrative tasks and duties, both complex and routine.
7. To work in a professional manner at all times and develop effective working relationships with colleagues and external organisations.
8. To be able to work as an effective and pro-active member of the Synagogue team
9. Liaise with Synagogues on a regular basis to ensure there is a constant flow of information between the job holder and the Synagogue.

**Skills**

1. Excellent communication skills both written and verbal
2. Demonstrable leadership skills
3. Proven experience of people management
4. Demonstrable skills in time management and planning
5. Strong computing skills and substantial experience of using Microsoft Word, Excel, Outlook, and intranet based systems and databases
6. Skilled at delivering a consistently high quality people focused service

**Knowledge**

1. Considerable knowledge of Jewish customs and practices.
2. You will be committed to the values, aims and objectives of the United Synagogue.

**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

**Due of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation Act, 1974, by virtue of the Rehabilitation of Offenders Act, 1974, (Exceptions) Order 1975**

**Accordingly, 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**