

**United Synagogue Job Description**

**Job Title:** SundayReceptionist / Administrator

**Location**: Bushey Burial Office

**Working hours:** 5.25 hours per week aggregate - Alternate Sundays; 08.30 – 16.30, 13.00 – 16.30

**Annual Salary:** £3,375 per annum

**Reports to:** Burial Office Manager

**Benefits:** 20 days holiday (pro rata based on the hours above is 21 hours/4 days), plus Statutory Bank Holidays (pro rata – 8.4 hours)

Jewish festivals when they fall on a normal working day Childcare Vouchers

 Auto-Enrolled Pension

**JOB PURPOSE:**

The purpose of this post is to:

To be the initial contact of the Burial Society on a Sunday, responsible for dealing with members of the public, both by phone and in person, and providing essential support for the Burials Society staff in the arrangement of funerals, consecrations, and tombstone maintenance.

**MAIN DUTIES:**

1. Dealing with all enquiries made to the Burial Office both by phone and in person, passing the enquiry to the relevant person where necessary. This will include assisting visitors to the cemetery and directing them to graves when asked.
2. In respect of funerals arrangements and plot reservations:

2.1 Dealing with all relevant paperwork in respect of the above as requested by the Burial Office.

2.2 Liaising with synagogues, Rabbis and other persons on the instructions of Burial Office staff as part of the funeral arrangement process

2.3 In the absence of Burial Office staff, arrange a funeral, liaising where necessary with grieving families

1. To take payments in respect of funeral arrangements, plot reservations, consecrations and maintenance, processing them accordingly
2. Dealing with other general receptionist duties, taking messages where necessary
3. Assisting with other duties as requested by other members of staff

**INTERACTIONS**

Liaison with Hospital Mortuaries, Patient Affairs Offices and Nursing Homes as well as internally, with Cemetery Superintendent, Foreman, and Chevrah Kadisha. Ministers and Synagogue Administrators.

**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

**PERSON SPECIFICATION**

***In a series of brief statements identify the essential knowledge, skills and behaviours required.***

* A compassionate manner is essential in dealing with families contacting the burial society
* A strong communicator with excellent interpersonal skills, who has the ability to address situations in a succinct manner
* Strong IT skills – Microsoft office essential, previous experience of working with databases useful
* Ability to work independently under pressure and prioritise where necessary
* Experience of working in a team
* An understanding of Jewish laws associated with death is preferable