



United Synagogue Job Description

JOB TITLE: Hampstead (US) Community Administrator

WORKING HOURS: Full-time

Monday - Thursday 9am - 5.00pm, Friday 9am - 1.00pm all year and one Sunday morning per month (dates to be mutually agreed with HOs).

Some flexibility will be required to facilitate and attend community events and meetings.

LOCATION: Hampstead Synagogue, 1 Dennington Park Road, London, NW6 1AX

ANNUAL SALARY: £30,000 per annum

REPORTS TO: Chair of the synagogue (or designated Honorary Officer).

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

1. MAIN PURPOSE OF JOB:

To manage and maintain all aspects of the administration and financial services at Hampstead Synagogue under the leadership and direction of the Honorary Officers, and working in consultation with the Rabbi, providing proactive, efficient and professional administrative support to the Honorary Officers and delivering a high level of customer service to the community.

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

Assisting in the delivery of a first-class, broad range of activities, religious, cultural, social and educational, that engage our community. Connecting with the other local Jewish institutions e.g. Schools.

2. DUTIES & RESPONSIBILITIES

The Synagogue Community Administrator 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 it relates to the operations of the Synagogue. The Synagogue Community Administrator is pivotal to the efficient operation of the 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:

- a) Assisting Religious and Lay Leaders in the organisation and promotion of educational and social programmes for members and potential members.
- b) Maintain social media and website to ensure the synagogue is prominent with people using the internet
- c) Working with the community Religious and Lay Leadership to provide the infrastructure for Jewish religious life for the Hampstead Community.
- d) Helping to increase membership and reduce the deficit of the synagogue by offering the best and most appropriate level of membership in collaboration with the Financial Representative
- e) Maintaining accurate management information to help the Executive and Council make strategic and practical decisions to improve the management of the synagogue.

3. MEMBERSHIP & COMMUNICATION

- Help people to complete the membership application forms as and when required and proactively ensure these are completed and followed up.
- Maintain membership statistics and records and ensuring members' computerised records are kept up to date (e.g. changes of addresses, email addresses, family members etc.) amending as necessary for correct spelling of Members' names and standardise transliteration of Hebrew Names.
- Work in conjunction with the Membership team to actively retain members.
- Support the initiation and organisation of programmes to attract new members to the Synagogue.
- Actively using all media mediums available to promote the Synagogue and events, including but not limited to Twitter, Facebook and appropriate social networking sites; also to be utilised to promote the Synagogue to attract and new members.
- Proactively publicise and notify all appropriate (as agreed by the Rabbi) local groups of forthcoming events taking place within the local US Synagogues.
- Produce the weekly email, monthly newsletter and distribute by email (or post where necessary) and attach as PDF to website
- Ensure notice boards are kept up to date and tidy.
- Assist with mail shots as and when required.
- Maintain social media and update website to ensure the synagogue is prominent with people using the internet to include Facebook, twitter etc.
- To liaise with interfaith/non-Jewish organisations and local schools for visits.
- Keep a register of Yahrzeits for members and notify them of their Yahrzeits at least three weeks before the anniversary occurs.

- Provide the wardens with a list of those who have Yahrzeits each week. including names of Female members who have Yahrzeits.
- Ordering food for all communal events and weekly events such as Kiddush and adult education
- Responsible for the production - in conjunction with the Synagogue lay editorial/production group - and distribution of the Synagogue's annual magazine.
- Prior to the Yomim Noraim work with the HOs and Rabbi to agree the timings and programmes of services to enable tickets and all relevant information to be printed. Administer the temporary seat programme/new member offers. Act as point of contact for visitors, people from overseas, people new to the area.
- Act as the note taker for Council Meetings, AGM, etc, and ensure all minutes are circulated with clear action points shortly after meetings.
- Liaise with Synagogue Honorary Officers and Rabbi/s on a regular basis to ensure there is a constant flow of information between the job holder and the Synagogue.

4. FINANCE

Reporting to the Financial Representative:

- Prepare members accounts and accounts for other money, which shall be due to the Synagogues, this will include preparing billing and invoices.
- To count, record, reconcile and pay monies into bank accounts on a weekly basis and on the last day of each month, including direct debits.
- 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.
- Ensure purchase invoices are accurately input into the system for payment and for approval in accordance with United Synagogue policy.
- Assist with the billing process in collaboration with the Financial Representative.
- Send out accounts, reminders, statements and letters in relation to outstanding accounts, maintaining confidentiality at all times.
- Ensure that outstanding membership fees are chased and recovered.
- Attend to monthly expenses of the Rabbi.

5. MEMBER EVENTS

To assist members in person or on the phone with regard to procedures already in place for Births, Circumcision (Brit Mila), Bar/Bat Mitzvah, Weddings, special birthdays and anniversaries, and Deaths.

Deaths:

- Arrange for prayer books and chairs to be collected by the family
- Arrange for the appropriate ministers to attend
- Assist the Welfare 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.

6. HALL HIRE & FACILITIES MANAGEMENT:

- The Community Administrator is responsible for the day-to-day management of the Caretaker and cleaning staff.
- To oversee the Synagogue's 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 the Hall.
- To ensure that Hall activities are marketed both internally and externally.
- To liaise with interfaith, non-Jewish organisations and local groups for bookings.
- Responsible for monitoring Synagogue Hall activities and ensuring that Kashrut protocols are upheld in liaison with the Rabbi/s and co-ordinator of the HUS Kashrut Assurance Programme.
- To work with the Synagogue Caretaker and cleaner to ensure that:-
 - The hall is correctly prepared for whatever function is being held.
 - Ensuring that the Buildings (Synagogue and Community Centre) are kept clean and maintained at all times.

7. SECURITY:

- Maintaining registers of key holders and holders of alarm fobs and ensuring that keys to the Synagogues are kept safe and are only given to authorised key holders with the permission of the Honorary Officers.
- Arranging a security guard/CST for Synagogue events when required. Ensuring times are correct and checked. Liaising with police and Security Company on matters of security and reporting to CST.
- Ensuring that a weekly fire alarm and emergency lighting test takes place.
- General concern for security of building.

8. HEALTH & SAFETY

- To be the designated Health and Safety Representative & Fire Warden.
- To become familiar with health and safety issues
- Ensure that the buildings comply with the Health and Safety Standards
- 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
- 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

9. GENERIC OTHER 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
- 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.**

10. 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

Abilities

- Able to work unsupervised and to manage own workload and deliver results under pressure and to tight deadlines and objectives.
- Ability to carry out work with accuracy, paying attention to detail to ensure work is carried out to the high quality expected.
- To manage and prioritise a wide range of financial and administrative tasks and duties, both complex and routine.
- To work in a professional manner and develop effective working relationships with colleagues and external customers at all times whilst being discreet, trustworthy, and capable of preserving confidentiality.
- An understanding of working in a Committee environment and alongside volunteers.

Skills and Knowledge

- Excellent interpersonal and written and verbal communication skills
- Demonstrable skills in time management and planning
- Strong computing skills and substantial experience of using Microsoft Word, Excel, Outlook, intranet based systems and databases. Some knowledge of PowerPoint and graphic packages is desirable.
- Experience of managing a company or organisation website, including acting as administrator, able to upload articles, photos and edit web pages. Experience of using social media including Facebook and other related websites
- Skilled at delivering a consistently high quality customer focused service
- Strong aptitude for accounts and numbers.
- Knowledge and experience of accounting and gift aid procedures
- Good knowledge of Jewish customs and practices