**United Synagogue Job Description**

**JOB TITLE:** Director of Operations

**LOCATION:** St John’s Wood Synagogue

**HOURS:** Full-time - role with the expectation that some flexibility will be

needed to attend meetings and events outside normal working hours (eg Sundays or evenings) by prior arrangement.

**SALARY:** Circa £65k (based on relevant experience)

**REPORTS TO:** SJW Honorary Officers

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

Jewish festivals when they fall on a normal working day

Ride-to-Work Scheme

 Auto-Enrolled Pension

**JOB PURPOSE**

This role of Director of Operations is key for the continued strengthening of the SJW community.

The incumbent will help to ensure that the SJW community is vibrant, caring and supportive, and attracts and retains a wide range of members with varied interests, needs and abilities. And importantly as Director of Operations the individual will partner with the Honorary Officers and Rabbinic Team to deliver their strategies for the community, as well as ensure that the requirements of the United Synagogue and regulatory authorities are achieved. Additionally the Director of Operations will maintain a holistic view of the activities delivered and ensure that there is clear communication across all the stakeholders (HOs, Rabbinic Team, Youth Leaders, Administrative Team, Volunteers, members etc).

**DUTIES & RESPONSIBILITIES**

Specifically, the Director of Operations will lead the St John’s Wood synagogue professional team of administrators and caretaker/cleaning staff to optimise the following elements:

* CAMPUS: Ensuring that the Synagogue campus is well-maintained, highly-functioning, multi-purpose and financially-effective and complies with all necessary United Synagogue, regulatory and safety/security requirements whilst welcoming a broad range of religious, social, cultural, educational, communal and externally-hired events
* MEMBERSHIP SUPPORT: Delivering a customer-led provision of membership support and marketing/PR communications to existing, new and resigning members and their families. Ensure a strong ethos/culture of customer/member focused service
* RABBINIC TEAM & YOUTH LEADERS: Coordinating with the Rabbinic team and Youth Leaders to deliver a proactive, consistent, high quality broad range of religious, social, cultural and educational programs that attract a variety of community members. Additionally, aligning other synagogue activities (including Kindergarten, Cheder etc) to ensure SJW optimise the offerings to attract and retain members
* SYNAGOGUE TEAM: Lead a high-performing and motivated team of skilled professionals that work efficiently to support the community, Honorary Officers and Rabbinic Team and work closely with the United Synagogue and other authorities
* VENUE HIRE: Attract externally-hired events from a diverse range of users that achieve commercial revenues for the synagogue whilst ensuring the SJW community has priority
* FUNDRAISING: To support the Honorary Officers and Financial Representative in running an effective fund-raising program for the SJW Synagogue ensuring that members are encouraged to donate appropriately for their abilities

**PERSON SPECIFICATION**

This is a broad role and so it is anticipated that the individual recruited will then take a proactive approach to their own continuous professional development, particularly in any areas that he/she has limited prior experience.

Professional Experience

* Previous experience in a leadership position with responsibilities across various functions
* Has worked in a similar environment (social / community led, working with volunteers)
* Has operated effectively in a customer facing environment
* Has operated in an environment where stakeholder management is key
* Experience complying with regulation (e.g. health & safety, other regulatory bodies – United Synagogue etc)
* Experience in change management and demonstrated ability to lead programs (continuous improvement of the operating model, able to work with financial controls, strong problem solving skills required, making things happen etc.)

Competencies

• Strong results oriented:

- demonstrated  ability to deliver with attention to details

- strong problem solving skills

•    Collaboration and influencing:

- builds strong relationships with colleagues, stakeholder and customers

- able to build consensus and make joint decisions

•    Team leadership:

- delivers as an individual contributor or through others

- comfortable holding people accountable

- leading/managing a diverse team

- developing and mentoring others

Personal Traits

* Strong ethos; supportive of the team while being comfortable to constructively challenge the status quo
* Inclusive style and good listening skills
* Self starter, able/willing to work unsupervised, able to manage and prioritise his/her work as well as others
* Strong communicator; excellent written and verbal communication skills to successfully communicate with a diverse stakeholder group
* Is financially literate and commercially oriented

Knowledge:

* Considerable knowledge of Jewish customs and practices
* Knowledge of computing systems (Word, Excel, Powerpoint, Outlook etc)

**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**