



United Synagogue Job Description

JOB TITLE:	Administrator
LOCATION:	Barnet Synagogue
WORKING HOURS:	20 hours per week Monday to Thursday 9.30 am to 1.30 pm and alternate Fridays and Sundays 9.30 am to 1.30 pm, but generally Fridays
SALARY:	£13,000 pa
REPORTS TO:	The Chair or nominated person
BENEFITS:	20 days holiday and 8 Bank Holidays - pro rata Jewish festivals when they fall on a normal working day Childcare Vouchers Auto-Enrolled Pension

1. JOB PURPOSE

The Administrator will be one of the first points of contact for current and prospective members, and others making contact with the Synagogue and will therefore need to deal with everyone in a professional and courteous manner and seek to accommodate all their requests, whenever practical, to ensure members and all third parties' satisfaction is maximised.

- To manage the office administration and support services and events at the Synagogue under the leadership and direction of the Community Manager and Honorary Officers
- Provide proactive, efficient, and professional administrative support to the Community Manager and the Honorary Officers
- Deliver a high level of customer service to the community, creating a favourable first impression

2. DUTIES & RESPONSIBILITIES

The Administrator will provide administrative support for the efficient day-to-day operation of the Synagogue's administration, activities, and premises as further detailed below.

The Administrator is also responsible for the co-management of the Synagogue office, which includes:

- Forward plan staffing levels, in particular cleaning and caretaking for known events and Chaggim as well as waiting staff for specific events

Other duties include:

- a) Assist Religious and Lay Leaders in the organisation and promotion of educational and social programmes and events for members and potential members
- b) Maintain electronic information boards, social media, and website
- c) Maintain accurate management information
- d) Assist with the weekly newsletter (ShabbatON) and communicating the details to the community

The Administrator is expected to encourage volunteers to help with the business of the Synagogue and to work with volunteers in carrying out their duties.

3. FINANCIAL ADMINISTRATION

Whilst not the primary focus of the role, support will be required in the following areas:

- Ensure all income received (including some cash) is promptly banked and correctly accounted for using the United Synagogue's intranet accounting systems
- Arrange the payment of all invoices
- Issue invoices for services provided by the Synagogue, such as advertising and hall hire, and where necessary chase the prompt payment of such invoices
- Issue invoices for membership subscriptions and assist the Community Manager and the Financial Representative with the collection of subscriptions, including the regular issue of statements and contact with debtors by post and on the telephone
- Manage reconciliations linked to booking via the US on-line events system

4. ADMINISTRATIVE DUTIES

A) DATA

- Maintain membership databases and other records relating to the Synagogue and make all necessary entries
- Ensure member information is complete and up to date (addresses, telephone numbers, email addresses)
- Run monthly reports for the HOs on membership statistics and details of joiners and leavers

B) MEMBERSHIP

- Encourage people enquiring about membership of the Synagogue to join, provide them with all appropriate information and advice, and offer the opportunity for a visit.
- Show new and prospective members around the synagogue
- Assist with the completion of membership application forms
- Keep a register of the Yahrzeits of members and notify them of their Yahrzeits at least three weeks before the anniversary occurs
- Provide to the wardens a list of those who have Yahrzeits each week
- Provide details of new joiners to the HOs and Board to ensure an appropriate welcome, send out welcome pack

C) CORRESPONDENCE, EMAILS AND PHONE CALLS

- Open, disseminate and answer all mail (unless addressed to an individual and marked confidential) or refer on to the appropriate person
- Answer the telephones and voicemail: deal with members' and non-members' queries by telephone, email, letter, or in person
- Draft letters as requested on behalf of the Community Manager and Honorary Officers
- Conduct all Synagogue correspondence as directed, communicate to the Community Manager and Honorary Officers on all matters relating to the administration of the office and perform all duties relating to the office as directed by the Community Manager
- Where appropriate take bookings and maintain a list of attendees for events

5. DIARY MANAGEMENT

- Maintain an up to date on-line Synagogue diary of events relating to the Synagogue whether on the Synagogue premises or elsewhere.
- Manage any potential clash of events
- Keep the Community Manager, the Rabbi, Honorary Officers, Board of Management and others as appropriate informed of diary issues
- Update the Synagogue calendar on the website including full details of all events, candle lighting and service times and methods of booking for an event

6. COMMUNICATIONS

- Ensure notice boards are kept up to date and tidy
- Assist with mailings as and when required
- Ensure appropriate communications are developed and circulated through social media outlets aligned with the Community Manager's and Security's direction
- Act as the main Administrator for the website and the Synagogue's internal e-display screens; ensure they are up to date.

7. MEMBER EVENTS

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

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

- Act as a helpful advisor, to explain the particular way such events happen at the Synagogue, taking note of any special requests and where appropriate seek further advice from the Rabbi, Wardens and HOs
- Check correct dates and Sedra; send and complete relevant forms
- Notify the Rabbi and Wardens in order that they can meet the parents, if appropriate
- Maintain the computerised list of events so that the Rabbi and HOs can invite bar/bat mitzvah people to carry out an activity on the anniversary of the event

Weddings:

- Assist the Rabbi with all administration requirements
- Arrange dates, send and complete applications and arrange Ministers
- Where weddings are to take place at the Synagogue, make all necessary arrangements with the family and the caretaker

Deaths:

- Arrange for prayer books, candle, condolence card and chairs to be collected by the family or arrange delivery where necessary
- Arrange for the appropriate ministers to attend with the Rabbi and Honorary Officers
- Assist the Chesed Team (Barnet Cares) to keep in touch with members or their families after funerals/shiva when in need of most support
- Send letters of condolences, as directed, to the respective family members and ensure notification of funeral/shiva arrangements are sent to members of the Board of Management and the wider community as appropriate.

Communal:

- Arrange for weekly kiddushim, including ordering supplies and arranging their delivery
- In partnership with third parties, ensure that all arrangements and facilities are in place for all events, to include the ordering of food and delivery checks, caretaking, waiting staff and security arrangements
- Order food for all communal events and weekly events such as Kiddush, clubs and adult education

8. SYNAGOGUE COMPLEX

- To be responsible for all the property and effects belonging to, or in the care of the Synagogue
- Report to the Community Manager and HO's of the Synagogue and to the United Synagogue Property Department any damage to the fabric of the Synagogue and its ancillary buildings, or damage to, or loss of, any of its movable property due to fire, burglary or any other cause
- Similarly report any cases of personal injury that may occur within the precincts of the Synagogue or its ancillary buildings
- Ensure that the cleaner keeps the building clean at all times

9. SECURITY

- Maintain registers of key holders and holders of alarm fobs and ensure that keys to the Synagogue are kept safe and only given to authorised key holders with the permission of the HOs
- Arrange a security guard/CST for Synagogue events when required; ensure times are correct and checked
- Liaise with Police, Barnet Security on matters of security and report to CST
- Ensure caretakers have conducted a weekly fire alarm test and liaise whenever necessary with the alarm company
- General concern for security of building and all those using it

10. CONTINUOUS PROFESSIONAL DEVELOPMENT

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

PERSON SPECIFICATION

Abilities

- The ability to work unsupervised and to manage own workload, deliver results under pressure and to tight deadlines and objectives
- They will have the ability to carry out their work with a high level of accuracy ensuring attention to detail
- Manage and prioritise a wide range of administrative tasks and duties, both complex and routine, and deal appropriately with competing priorities
- Work in a professional manner at all times and develop effective working relationships with colleagues and external customers
- To be able to work as an effective and pro-active member of the Synagogue team
- Liaise with the Synagogue on a regular basis to ensure there is a constant flow of information between the you and the Synagogue

Skills

- Excellent communication skills both written and verbal
- Strong numeracy skills
- Demonstrable skills in time management and planning
- Strong computing skills and substantial experience of using Microsoft Word, Excel, Outlook, and intranet based systems and databases
- Skilled at delivering a consistently high quality customer focused service
- Experience of managing a Word Press website, including acting as administrator, ability to upload articles, photos and edit web pages
- Experience of using social media including Facebook, Linked in and other related digital sites

Knowledge

- Considerable knowledge of Jewish customs and practices
- 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**