

**United Synagogue Job Description**

**JOB TITLE:**  Community Manager

**LOCATION:** Chigwell and Hainault Synagogue

**SALARY:** £24,000 per annum

**WORKING HOURS:** 24 hours per week - Mondays to Fridays, negotiable

**REPORTS TO:** Chairman or appointed HO’s by the Chairman

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

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

 Auto-Enrolled Pension

**JOB PURPOSE:**

* To play a pivotal role in the development of the community.
* To assist in attracting new members and proactively involve new members with social media.
* To work with the Rabbinic team to develop and promote programmes for Torah and learning.
* To work with the Lay Leadership to develop and promote social and communal programmes for the membership.
* To manage and develop administration and facilities staff to ensure the smooth running of the Synagogue.
* Co-ordinate with volunteers to support their work in the community and initiate projects with them as befits the needs of the community.
* Ensure that the financial and membership records of the community are maintained accurately and efficiently, as specified by US financial procedures.
* To oversee the running of the building and ensure all Health & Safety measures and risks are in place and recognised.

##### **DUTIES & RESPONSIBILITIES**

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 Manager is pivotal to the efficient operation of the Synagogues 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:

* **To create a welcome pack for new members**
* **To conduct a survey within the community** - find out main interests, what they want from Shul, what areas they would be interested in volunteering with, what their skill set is and best way to get them involved in through volunteering or attending events.
* **Projects management** Co-ordinate major projects, such as Shabbat UK and a Shabbaton away and lesser projects, such as L ’Chaim, guest speakers, etc.
* **Co-ordinator of Events and Simchas held on our shul premises.** We have many semachot planned for our shul over the next few years. To coordinate plans for kiddushim, chuppas & functions, liaising with security.
* **Review Yomim Noraim services** a review needs to take place, taking into account the needs of our growing community.
* **Production and distribution of the weekly newsletter, and to provide diary assistance to the rabbinic team.**

##### **COMMUNITY ACTIVITIES**

To liaise with the local Rabbinic teams, Honorary Officers and the US Centre to help create and facilitate social and educational programmes for existing members and to attract potential new members to the Synagogues.

Contact should also be kept with other local Jewish institutions to ensure that the shuls are kept at the forefront of local Jewish initiatives.

To liaise with US Cares groups and other voluntary committees as designated by the Chairmen.

##### **MANAGEMENT OF SYNAGOGUE STAFF**

The Synagogue Community Manager is responsible for the management of the Administrator and the caretaking and cleaning staff, which includes:

* Instil a strong ethos/culture of customer/member focused service.
* Set performance targets for all staff in conjunction with the Honorary Officers, and carry out regular performance reviews in line with the US Appraisals process.
* Forward plan staffing levels, in particular cleaning and caretaking for known events and chagim.
* To ensure that appropriate training for Health and Safety and IT delivered by the US Centre is provided to staff.

##### **ADMINISTRATION**

* To ensure that the records of the synagogues both financial and membership related, are maintained to the required standards as laid down both in the byelaws and statutory requirements of the United synagogue.
* Production of weekly newsletter.
* Maintaining the events diaries and providing timely updates to the board.
* Ensuring fees are paid promptly, chasing arrears where necessary, in liaison with the HO’s.

##### **SYNAGOGUE/HALL HIRE**

* Liaise with clients and caterers as to the availability, viewing, and costs concerning hiring of the hall. Deal with hire details and ensure that the hall is set up correctly and that cleaning staff and security are booked in advance.
* Arrange bookings and enquiries for outside organisations.
* Ensure that the hall is correctly prepared for whatever function is being held and is fit for purpose following the event.

##### **PERSON SPECIFICATION**

**Abilities**

* The jobholder will have managerial experience in a similar environment.
* The jobholder will be able to work unsupervised and to manage their own workload and 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.
* To manage and prioritise a wide range of administrative tasks and duties, both complex and routine.
* To 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 Synagogue Honorary Officers on a regular basis to ensure there is a constant flow of information between the jobholder and the Synagogue.

**Skills**

* Experienced in marketing of events / hall hire.
* Experience in dealing with customer service activities.
* Experienced in development of programmes (social/educational).
* Excellent communication skills both written and verbal.
* Demonstrable leadership skills/experience.
* Demonstrable skills in time management and planning.
* 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.
* Knowledge of Health and Safety Regulations.
* Strong computing skills and substantial experience of using Microsoft Word, Excel, Outlook, and intranet/internet based systems and databases.
* Skilled at delivering a consistently high quality customer focused service.
* Previous proven experience of dealing with Financial accounts.

**Knowledge**

* Considerable knowledge of Jewish customs and practices.
* 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 Synagogue and wider US organisation to ensure that Chigwell and Hainault and the United Synagogue can achieve their 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 synagogue management team, Chief Executive or other designated senior staff.
* Undertake 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. The key tasks and responsibilities are subject to changes, any changes will be made in consultation with the post holder.
* This Job Description is subject to alteration in response to changes in legislation or The United Synagogue’s operational procedures.
* **This post requires a valid and current enhanced Disclosure and Barring Service (DBS) certificate (formerly CRB) that is satisfactory to the United Synagogue. Please ensure that you complete the United Synagogue Application Form Part 2 appropriately.**
* This position is not open to members of Chigwell and Hainault Synagogue