



United Synagogue Job Description

- POST:** Community Administrator
- LOCATION:** Hampstead Synagogue - 1 Dennington Park Road, London NW6 1AX
- HOURS:** 35 hours per week
Monday to Thursday - 9.00 am to 5.00 pm
Friday - 9.00 am to 3.00 pm (Spring/Summer and 1.00 pm (Autumn/
Winter)
Flexibility to work on occasional Sundays and evenings in order to attend meetings or oversee set up & start of community events
- ANNUAL SALARY:** £31,270 per annum
- REPORTS TO:** Chair of Hampstead Synagogue
- BENEFITS:** 20 days holiday, plus 8 Bank Holidays & Jewish festivals when they fall on a normal working day
Employee Assistance Programme
Ride-to-Work Scheme
Auto-Enrolled Pension

JOB PURPOSE:

Managing all aspects of the Synagogue administration and operation and oversee a range of activities and events across the community.

SCOPE OF RESPONSIBILITIES

The Synagogue Community Administrator is an employee of the United Synagogue. The role is to ensure the efficient operation of Hampstead Synagogue. 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 always demonstrable. The Community Administrator will partner with the Rabbi and assistant Rabbi & Rebbetzin and Chair to enhance the community. You will act as the first point of contact for the community on a range of issues, including but not limited to:

MAIN RESPONSIBILITIES AND DUTIES:

BUILDING MANAGEMENT; EVENTS, KIDDUSHIM AND RELIGIOUS SERVICES

- Ensure that the building is kept clean and always maintained.
- Be responsible for all aspects of Health and Safety.
- Support the organisation of religious services, kiddushim and events and other activities in the Shul (including publicity, booking/ticketing, attendance lists, cleaning/caretaking, catering, volunteer rotas, clearing up, security etc.
- Arrange publicity, online bookings/ticketing, security and cleaning/caretaking for events as required, including reminders to Rabbi and lay leadership.
- Ensure the US Insurance Events form is filled out
- To liaise with interfaith, non-Jewish organisations and local groups for bookings.
- Keep comprehensive records of events organised by the Shul to include budget details, attendance, food orders, security etc.
- Report any cases of personal injury that may occur within the Synagogue.
- Support volunteers from the community for roles such as helping prepare Kiddush, welcoming, mail outs etc.
- Arrange for the Chupah to be correctly set up for weddings.
- Arrange for florists to have access prior to a Chupah to set up and afterwards to clear up.

ADMINISTRATIVE DUTIES

- Provide daily administrative support for community events, activities and for the Rabbi.
- Register new members of staff on US CoreHR system, arrange DBS checks and oversee the process ensuring it is completed in a timely manner.
- Ensure volunteers complete and sign a Data Protection agreement when required.
- Create, post and email Yahrzeit notifications notifying members at least three weeks before the anniversary occurs. Provide the wardens with a list of those who have Yahrzeits each week.
- Create inscription for the gift of a Chumash from the Synagogue to all Bar and Bat Mitzvah boys and girls.
- Create certificates for Chatanim and N'shei Chayil at Simchat Torah.
- Assist with arrangements for printing, production & posting of the Synagogue magazine once a year including administering the members new year's greeting section and organise lay volunteers to assist.

CORRESPONDENCE

- Respond to all emails sent to the office email address.
- Answer the telephone, make calls as necessary and deal with answer machine messages.
- Deal with members and non-members in person in the Office.
- Open, disseminate and manage all Synagogue correspondence as directed, (unless addressed to an individual and marked confidential) or refer on to appropriate person.
- Communicate to the Honorary Officers (HO's) on matters relating to the administration of the office and perform all duties relating to the office as directed by the HO's.

SYNAGOGUE HIRE/DIARY MANAGEMENT

- Maintain an up-to-date on-line Synagogue diary of events (whether on Synagogue premises or not), ensuring access is available for HOs, and all other professional and lay leaders at all times. Manage any potential clashes of events
- Provide a list of forthcoming Smachot and the contact details of the celebrants to be used by the Chair and Synagogue Council to arrange welcoming and complimentary calls.
- Responsible for monitoring Synagogue Hall activities and ensuring that Kashrut protocols are upheld in liaison with the Rabbi
- Arrange school visits upon request and liaise with Council representative and school to find suitable date.

DATA

- Ensure that all books, documents, computerised records, and papers belonging to the Synagogues shall not, without written authority from the Honorary Officers and Synagogue Council of the Synagogue, be shown to anyone except the auditors, the Honorary Officers and Synagogue Council or the Chief Executive of the United Synagogue.

MEMBERSHIP

- Maintain membership databases, statistics and other records relating to the Synagogue and make all necessary entries. Ensure members' computerised records and information is complete and up to date (e.g., changes of addresses, email addresses, family members etc.).
- Work in conjunction with the Council Membership representative to actively retain members.
- Support the initiation and organisation of programmes to attract new members to the Synagogue, including showing potential new members around the building; sending membership information to potential members and follow up.
- Provide Rabbi, Chair, and relevant Synagogue Council members with monthly new member reports.
- Welcome new members in writing.

COMMUNICATIONS

- To keep the community informed and energised about activity within the Synagogue.
- Produce and distribute the Synagogue's weekly Newsletter, as agreed with the Chair and Executive.
- Ensure notice boards are kept up to date and tidy.
- Actively use media mediums to promote the Synagogue and events including but not limited to Twitter, Facebook, and appropriate social networking sites, with the Rabbi's oversight.
- Initiate and assist with mail shots as and when required.
- Manage and update the Synagogue website.
- Support the lay communication team on website redesign.

FINANCE

- Prepare members' annual subscriptions.
- Ensure that outstanding subscriptions are chased and recovered in a timely manner in conjunction with the FR.
- Receipt and bank all income.
- Reconcile bank account and collect, enter, and receipt monies paid via bank transfers, cheques, credit cards, charity vouchers/cheques, banker's orders, Direct Debit, and covenants.
- Send in charity vouchers/cheques to the relevant charitable giving company for payment and record on payments control spreadsheet.
- Reconcile credit card payments and provide all supporting receipts to FR for approval monthly.
- Deal with queries by phone or directly in the office and escalate any discount requests to the Synagogue's Financial Representative for decision.
- Create and maintain Direct Debits.
- Encourage members to Gift Aid their donations and produce Gift Aid reports on request.
- Deal with monthly petty cash returns.
- Manage all financial aspects of the Cheder (raising of invoices to parents/ guardians, collection of fees, liaising with HR on payment of teachers etc.).
- Reclaim partial security costs on a monthly basis via the CST's protective security grant when available to the Synagogue.

LIFECYCLE EVENTS

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

BIRTHS, CIRCUMSION (BRIT MILA) AND BAR/BAT MITZVA

- Obtain birth information and supporting documents to enable the registration of new children on United Synagogue membership data base.
- Liaise with parents / guardians and Rabbi where required in relation to all aspects of Bar/Bat Mitzvah process including Torah portion, catering, guidelines.

WEDDINGS

- Set up a meeting between the couple and the Rabbi, arrange wedding date, organise marriage membership applications, meet with couples and attend to them on wedding day if holding the wedding on-site.

DEATHS

- Liaise with the Rabbi, family and Burial Society as required in relation to funeral and Shiva arrangements.
- Arrange for prayer books and chairs to be collected.
- Assist the Care/Bereavement 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 the community as appropriate.

MEETINGS

- AGM - oversee all aspects of Annual General Meeting in line with the United Synagogues procedures.
- Attend AGM and Synagogue Council meetings, produce minutes for approval and distribution.
- Notify Synagogue Council Members of meeting dates and act as the central point of contact for replies, reporting progress back to the Chair.
- Prepare agenda for weekly meeting with Chair or FR.

FACILITIES DUTIES

- Oversee the cleaner/caretaker work across all areas of the Synagogue.
- Oversee the ordering of cleaning materials via cleaner/caretaker reports on low stocks and by carrying out informal stock checks.
- 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.
- Facilitate plaques to commemorate members who have passed away - to be added as required.

HEALTH & SAFETY

- To be the designated Health and Safety Representative & Fire Warden.
- Become familiar with United Synagogue health and safety procedures.
- Ensure that the buildings comply with the Health and Safety Standards.
- Deal with any emergencies in the Synagogues, reporting incident(s) to the US Centre and in the official record book.
- Ensure the building is always kept secure.

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.
- 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 HOs, or other designated senior members of the community.
- Undertake such other duties that occasionally fall within the purpose of the post.
- Maintain high levels of discretion and confidentiality at all times.
- This job description and person specification is comprehensively written in order to be enabling and not prescriptive. 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 changes in legislation or The United Synagogue's operational procedures.

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