

Information Pack: Office Administrator

General Information

The purpose of this post is to bring coherence and excellent organisation to the administration of the Synagogue under the direction of the Synagogue Manager, throughout all its current and future activities.

Context

Sha'arei Tsedek North London Reform Synagogue has something for everyone, at every stage of life. We are a community of around 500 households with approximately 900 members and pride ourselves on being a warm, diverse and welcoming community. We welcome all who seek a connection to Jewish life regardless of religious background or beliefs, gender, sexual orientation, race, ethnicity, socio-economic status, age, or abilities.

Our family activities, Religion School and B'nei Mitzvah classes offer engaging programmes. Our vision is to engender in our younger members a love of Reform Judaism and a desire to become committed participants in the Jewish community. We aim to achieve this by providing them with a positive experience of Judaism, Hebrew, Israel, spirituality and community.

We offer a variety of educational, social and cultural programmes for our members and guests, including Torah Brunches, Essentials of Judaism Course, Adult Learning Sessions, Book Club, Bridge Club, Lunch & Chat Group, and a host of activity classes for all ages and abilities.

Reporting Arrangements

The Office Administrator is accountable to the Sha'arei Tsedek Council of Management and reports to the Synagogue Manager.

Hours

20 hours per week over 4 days. You will also be expected to attend the monthly evening meeting of the Synagogue Council to take the minutes. You may be required to work outside conventional office hours on a planned basis, and occasional evening meetings. This post is office based at the Synagogue, 120 Oakleigh Road North, Whetstone, N20 9EZ.

Remuneration

£16,000 per annum

Application Procedure

Interested applicants should complete the application form that accompanies this information pack. All applications will be treated in the strictest confidence.

Applications should be sent to the Synagogue Manager **bonnie.lemer@shaarei-tsedek.org.uk** by email, to include a CV and covering letter. Postal applications will not be accepted. We will acknowledge receipt of all applications. Shortlisted candidates will be invited to interview.

Applicants will need to supply two referees, one personal and one professional – ideally your current or most recent employer. Referees will not be contacted without the express permission of the candidate at the time. Interviews will take place with a view to making a formal appointment, subject to references and background checks, including standard DBS Disclosure.

Job Description: Office Administrator

Key Areas of Responsibility

The Office Administrator will work alongside the professional team, rabbi, and lay leaders who are responsible for the oversight and development of Sha'arei Tsedek activities.

Manage front office reception

- Ensure all visitors are greeted in a professional and welcoming manner
- Attend to all incoming communication in a professional, warm and friendly manner, ensuring all messages and calls are actioned or forwarded accurately and promptly

General administrative support to Synagogue activities

- Maintaining the Synagogue (online) diary, keeping all relevant people informed and up to date on any changes
- Manage volunteer rotas including services, Days of Awe, B'nei Mitzvah and Religion School; send out reminders and ensure cover for all shifts or duties
- Administrative support for the Rabbi including diary management, liaising with B'nei Mitzvah families, coordinating meetings and preparing resources for educational activities
- Maintain the office environment to a high standard and ensure it is always welcoming and well organised
- Manage, respond and distribute, as appropriate, all incoming and outgoing paper-based and electronic communications
- Maintain paper and computer-based filing systems
- Proof reading of communications to ensure accuracy and quality
- Resolve practical issues that could impact on the smooth running of the organisation
- Attend and minute the monthly Synagogue Council Meeting, AGM and other meetings
- Compile and distribute monthly papers for Council Meetings
- Forward planning of security arrangements for synagogue events and activities
- Assisting with food safety requirements and maintaining kitchen standards

Maintain regular communications

- Produce or supervise production of newsletters, leaflets, emails, letters etc., to promote activities, services and events
- Assist with regular postal and email communication to the community

Maintain membership records

- Liaise with the Membership Coordinator and oversee progress of membership enquiries
- Maintain and progress correspondence and other documentation pertaining to membership
- Ensure that all membership documentation and correspondence is appropriately filed

Flexibility

- As part of a small, employed team, assist with any other duties as may be required
- Be flexible on hours of work, depending on requirements of Synagogue activities and with advance notice

Person Specification: Office Administrator

Personal Attributes and Abilities

Essential

- Ability to see all jobs through to completion
- Very good attention to detail
- Excellent time management
- Well organised and able to meet deadlines
- Good at solving problems
- High degree of integrity
- Good interpersonal skills
- Helpful, pleasant and cheerful attitude
- Comfortable working in a small team and sometimes alone
- Resilient and 'can do' attitude
- Flexibility and a desire to be helpful
- Happy to work on equal terms with volunteers
- Empathy when dealing with sensitive situations particularly in the event of a bereavement

Experience

Essential

- Sometimes working alone
- Working in a professional office environment

Desirable

- Have a basic understanding of Progressive Judaism, together with a willingness to learn more
- Understanding of Synagogue Activities
- Working in a member-based organisation
- Working as a volunteer or alongside volunteers

Technical Skills & Qualifications

Essential

- Excellent written communication skills
- IT literate
- Experience of internet and email
- Proven word processing skills
- Proven numerate skills

Desirable

- Experience of working with a contact database.
- Experience of using standard Microsoft Office applications
- Experience of desktop publishing

Practical Flexibility

Essential

- Able to adjust working hours, with advance notice, depending on special events