

Manchester Reform Synagogue

Job Description

Office Manager

Manchester Reform Congregation is seeking to recruit an Office Manager to undertake the core administrative functions of the Synagogue, to include overseeing the wider synagogue support team, compliance to all relevant statutory and regulatory requirements, responding to member queries, managing the member database, negotiating and managing 3rd party service contracts, overseeing the day-to-day financial matters and financial records and managing all communication and fundraising material.

1. Summary of Duties and Responsibilities

- Maintain all computerised records efficiently and keep up to date.
- Assist with receipts and with banking.
- Assist in operating accurate records of the Burial Insurance Scheme.
- Ensure accurate updated records are kept of births, deaths and marriages.
- Assist in preparation of weekly newsletter, hire of hall, liaison with any staff, office support to Rabbi, Executive and all sub-groups of the synagogue as required.
- Ensure all enquiries and telephone calls are dealt with efficiently, politely and in a friendly manner, using tact, diplomacy, and utmost discretion at all times.
- Provide secretarial support as required.
- Carry out any other reasonable tasks or duties as requested.

2. Person Specification

The successful applicant will be a confident communicator, who can manage people, demonstrate the ability to learn new skills quickly and work efficiently and effectively without continuous supervision. Have good IT skills to include Office 365, Outlook, Word, Excel & SharePoint.

- Possess good typing skills.
- Ensure accurate and conscientious approach to work at all times.
- Have a pleasant telephone manner.
- Demonstrate a willing attitude and be able to adapt to change.
- Be able to work with the minimum of supervision.
- Be flexible regarding job content in order that tasks can be completed to meet time scales.
- Ability to demonstrate tact, diplomacy and sympathy when needed.
- Willingness to adapt to change.
- Ability to remain calm when under pressure.

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3. Objectives

- To effectively and efficiently manage all aspects of the administration of the synagogue.

Key Duties and Responsibilities will include but not be limited to

- First point of contact for existing and new members, donors, and members of the public.
- Line management responsibility over other part-time staff.
- Maintaining the member databases, ensuring members' details are accurately updated.
- Coordinating and organising funerals arrangements.
- Providing accurate and efficient processing of subscriptions and donations
- Providing support for key events in our calendar
- Compiling and sending out communications and fundraising materials on behalf of the synagogue
- Maintain and update the website.
- Ensuring that confident professional relationships are built and maintained with staff, members and Trustees.
- Providing support and regular reports to The President the Synagogue/Chair of the Charity.
- Negotiating and managing 3rd party service contracts.
- Overseeing the maintenance and management of the Synagogue buildings.
- Ensuring full compliance with Health and Safety and associated workplace legislation.
- Ensuring compliance with all relevant statutory and regulatory requirements including, those relating to Charity Commission, GDPR, data protection, safeguarding, HR and the Manchester Reform Congregation Constitution.
- Organising and supervising volunteers to support the work of Manchester Reform Congregation.
- Promoting the vision and goals of the Manchester Reform Congregation.

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4. Personal Expertise and Attributes

- Demonstrable experience and willingness to undertake a wide range of Administrator responsibilities.
- A knowledge and understanding of relevant statutory and regulatory requirements.
- Able to maintain total discretion and confidentiality.
- Organised, hard-working and a self-starter.
- Able to communicate clearly, assertively and sensitively, working with a wide range of people at all levels both verbally and in writing.
- Able to prioritise workload and manage own time effectively to meet deadlines.
- Strong IT skills and experience with MS Office products.
- Able to work accurately and in a timely manner.
- Able to supervise staff and deliver results through others.
- Decisive with the ability to see tasks through to completion and prepared to take responsibility for your own actions.
- A people person with strong relationship building and management skills who can inspire individuals in the community to support the work of Manchester Reform Congregation by committing time or raising funds.
- A strong team player who can work across the community and contribute effectively to the goals of the Manchester Reform Congregation.
- Good standard in English and Maths.
- Knowledge of a Database system
- Basic knowledge and understanding of Jewish culture and practices is desirable.

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Appointment will be conditional on receipt of satisfactory references and background checks including DBS.

5. Job Description

Job Title: Synagogue Office Manager and Compliance Officer

Salary: Range £25,000 to £32,000 (based on relevant qualifications and prior experience)

Hours of Work: 37.5 hours per week

Annual leave: 20 days plus Bank Holidays, in addition up to 3 days for Jewish religious holy days.

Contract Type: Permanent

Reporting to: President of the Synagogue / Chair of the Charity