

Job Description

Job Title:	Operations Manager
Company:	New London Synagogue
Location:	33 Abbey Road, London, NW8 0AT Expectation is that the significant majority of hours will be worked at the Synagogue. Some opportunities for working remotely.
Hours:	100% FTE The significant majority of hours will be worked between 9-5 weekdays. Rare evening hours (for attending Council meetings, AGM and similar and very occasional events). No expectation to work on Sabbath / Jewish holidays or in the immediate hours before the onset of such.
Wage Range:	£40,000-£50,000
Reports To:	Senior Rabbi (Jeremy Gordon)
Direct Reports:	Community Administrator, Programming and Membership Co-Ordinator, Caretaking Team, external providers such as Magazine Editor
Working Alongside:	Financial Controller, Head of Youth, other members of the clergy team.

Key Purpose	Leading the operational management of the synagogue
Central Tasks	- Managing and supporting our office, facilities and caretaking teams. - Working with staff to ensure religious, youth, educational and social programming and events are well managed. Leading weekly team meeting. - Maintain and continue to develop a supportive culture to support members, staff, trustees, volunteers and the wider community. - Ensure membership satisfaction with their operational engagement with the Synagogue. - Lead on procurement of goods and services, working with Financial Controller and within Governance structures. - Lead professional responsibility for the synagogue building to include management of caretaking, maintenance, occasional capital works, utilities, insurance etc. - Lead professional responsibility for security, to include capital and human elements. Working alongside lay-member Security Officer. - Overall responsibility for communication and marketing to and beyond existing members. - Working alongside Finance Controller and external resources where appropriate to manage HR records, contracting and related documentation and payroll including taxes. - Working alongside Financial Controller to ensure budgetary, bookkeeping, financial administration and membership finance needs are smoothly delivered. - Maintain and review policies and procedures for the Synagogue to include Safeguarding, GDPR, risk register etc. - Ensure maintenance of records for burial provision.
Skills & Competencies	- Proven operational track record, including procurement, CRM, event management and planning. - Management skills; able to delegate, partner with and lead other professionals and lay-members as a valued team leader. - Solid financial acumen.

	• Excellent communication and marketing skills. • Ability to articulate and deliver on agreed S.M.A.R.T. (Sustainable, Measurable, Reasonable and Time-Specific) goals. Be accountable and support accountability of others. • Competence with the range of technologies used, including CRM and finance software. Experience of Shulcloud is advantageous.
Knowledge & Qualifications	• Working knowledge of the legislative environment pertaining to charitable institutions • Working knowledge of Jewish calendar and traditions • Understanding of Masorti Judaism preferable
Personal Attributes	• Good communicator, friendly and approachable • Resilient and flexible • Team player • Approachable and self- motivated • Well organised and able to prioritise • Proactive and able to identify and highlight areas of opportunity or improvement and advise on actions required • Ability to analyse and present complex information in a clear, relevant and interesting way

Prepared by:	Date:
Agreed by:	Date: