



Membership Coordinator

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Overview

Contract: Permanent

Hours: Part time role, 20hrs/week

Salary: £14,000 - £15,000 (**equivalent of** £28,000 - £30,000) depending on experience.

Location: Hybrid.

At least 1 day each week from the Synagogue (Knightsbridge) – though would consider fortnightly for the right candidate - with the possible requirement of coming in on more on occasions, as the role requires. Remaining days can be either home or Synagogue based, depending on your preference.

Reports to: Director of Programming & Operations

Key working relationships: Senior Rabbi, Rabbi, Director of Community & Adult Education, Head of Youth Education, Executive Director, Lifecycle Coordinator

Holidays: FTE 28 days per year (including bank holidays) & up to 7 Jewish holidays allowance

About Westminster Synagogue

Westminster Synagogue is a growing, dynamic, independent, progressive synagogue of 600 families and 900 culturally diverse adult members, served by a skilled professional team of 17 staff who are committed to developing a creative approach to working with our members to best develop the community. Relationships with members, collaborative working and leadership development are at the core of how we operate, ensuring that our members find a spiritual, welcoming and engaging Jewish home within our community, which is based in a beautiful historic townhouse in Knightsbridge, London.

Further information can be found on our website, www.westminstersynagogue.org
Of particular interest may be our Annual Review, which can be found here:
<https://www.westminstersynagogue.org/annual-review#>

Job Description

The Membership Coordinator is a key role in the synagogue's interface with the community and is central to welcoming new members into the synagogue with a smooth, welcoming and relational administrative process. You will also be the contact person for all existing members regarding any membership queries they have and be responsible for managing the annual membership renewal process, together with chasing payments as required.

You will work with a fantastic staff team, who all look out for one another professionally, care for one another personally and are passionate about delivering an excellent service for our community – as a team. A staff member who recently left said in their exit interview: *“Loved working here, loved the team and communications. I don't think I'll ever get a team like this again.”*

This role has arisen as a result of our community growing! We are now expanding our staff team to be able to help us manage our growing numbers and our growing activity.

The key duties of the Membership Coordinator are listed below. This is not an exclusive list and the role will vary according to the time of the year and the strengths and interests of the successful applicant.

Membership Coordinator

Manage all new member queries and the new member journey, including:

- Responding to all enquiries with full information in a warm, welcoming and personal manner
- Setting up a meeting with the potential new member and a suitable volunteer of the membership team or staff member (sometimes yourself)
- Inviting potential new member to an event or service, ensuring someone is there to meet & greet them
- Following up with potential new member, inviting them to fill in application forms
- Sensitively helping new members with subscription concerns should they have financial hardships
- Ensuring new member is contacted by new member team and welcomed into the community
- Following up with any new member enquiries that are not progressing as expected
- Connect new members with relevant staff members and volunteers based on their interests and skills
- Working with the membership team to refine process, ensuring the journey for all new members is meaningful and relational
- Keeping track of all enquiries as well as the processes in first year of membership
- Liaising with Lifecycle Coordinator to ensure that all new conversion enquiries are following the same membership journey

Liaising with and managing existing members and other membership tasks, including:

- Managing annual membership & burial scheme renewal for existing members
- Manage the burial scheme membership scheme with West London Synagogue
- Following up with existing members when payment is not forthcoming
- Working closely with the accountant, ensuring all membership subscriptions are recorded properly on our CRM.
- Producing monthly reports on membership numbers & fees.
- Maintaining accurate filing of all members notes

- Ensure all members have up to date Gift Aid Declarations and Direct Debits where possible
- Manage applications for reduced subscriptions and ensure implementation if approved

CRM (database) Management

All members data is held in our CRM. The Membership Coordinator will be responsible for ensuring all members records are up to date and accurate, producing reports as required.

General Office Administration

Assisting with answering the phones, managing the database, room bookings, printing, filing and other general administrative duties as required.

Professional Requirements and Person Specification

- Highly organised and experienced
- Excellent at building good working relationships
- Excellent computer capability, typing and internet skills with proficiency in Word, Outlook and Excel
- Excellent email organisational skills. We use email - a lot!
- Experience using a database
- Great communication skills (verbal and written), with the ability to read and write fluently in English
- Can exercise discretion in dealing with confidential and sensitive matters
- Knowledge of Jewish traditions and customs is an advantage, but not required
- This post will require a valid and current enhanced Disclosure and Barring Service (DBS), which we will arrange for the final candidate.
- Must have the right to work in the UK

Application Submission

To apply for this role please send your CV to jon@westminstersynagogue.org along with a covering letter explaining your interest and suitability for the position.

Should you have any questions or wish to discuss the role further, please email jon@westminstersynagogue.org to arrange a suitable time to speak.

Deadline for applications: **Monday, 15th January 2024**, though please note we will be interviewing as and when suitable applications are received.