

JOB DESCRIPTION

JOB TITLE:	Mitzvah Day 2026 Project Administrator
HOURS:	Full time, 37.5 hours per week (Monday-Friday, with occasional evenings and weekends)
SALARY:	£26,500 FTE per annum, pro rata for 12-weeks
LOCATION:	London, NW3 / Hybrid
LENGTH OF CONTRACT:	12 weeks, fixed-term
REPORTING TO:	Mitzvah Day Project Manager
ANNUAL LEAVE:	28 days, including Bank Holidays, pro rata + Jewish Holidays that fall on working days

PURPOSE OF ROLE

Mitzvah Day is a national Jewish-led day of social action that brings together communities, charities, schools, synagogues, faith groups and local organisations to make a positive difference.

Following its integration into JW3, Mitzvah Day 2026 will take place on Sunday 22 November and will involve hundreds of organisations and projects across the UK and beyond.

The Mitzvah Day 2026 Administrator will provide practical, administrative and coordination support to the Mitzvah Day Project Manager during the busiest period of the annual campaign.

This is a hands-on role requiring someone who is highly organised, accurate, patient and confident communicating with a wide range of people. The post-holder will help keep registrations, coordinator communications, data, resources, merchandise and events moving smoothly, ensuring that the Mitzvah Day Project Manager has effective administrative support during the peak delivery period.

KEY RESPONSIBILITIES

Administration and Project Support

- Provide day-to-day administrative support to the Mitzvah Day Project Manager
- Help maintain project plans, trackers, action lists, calendars and other working documents
- Support the Project Manager in monitoring deadlines and following up outstanding actions
- Maintain accurate records and ensure key documents and information are stored appropriately
- Help manage the Mitzvah Day inbox and respond to routine enquiries, escalating more complex issues where appropriate
- Provide general administrative and practical support across the Mitzvah Day 2026 project as priorities develop during the busy campaign period.

Coordinators, Registrations and Data

- Support communication with Mitzvah Day coordinators, participating organisations, schools, synagogues, charities and other partners
- Respond promptly and helpfully to routine queries from coordinators and participants
- Support the registration process, including checking registrations, following up missing information and helping ensure records are accurate and complete
- Update and maintain contact information, spreadsheets, databases and CRM records

Merchandise and Resources

- Support the ordering, organisation, packing, labelling and distribution of Mitzvah Day merchandise and resources
- Maintain accurate records of orders, quantities, deliveries and distribution
- Help resolve routine queries or delivery issues, escalating problems where necessary

Events and Mitzvah Day Delivery

- Support the practical planning and delivery of Mitzvah Day flagship projects and events
- Provide administrative and logistical support for activity taking place in the run-up to, on and immediately around Mitzvah Day
- Support Mitzvah Day activity on Sunday 22 November 2026 and other occasional evening or weekend activity during the contract period

Marketing, Communications and Social Media Support

- Support the Project Manager and JW3 Marketing and Communications team with Mitzvah Day communications
- Help gather and organise stories, photographs, project information and other content
- Assist with preparing or scheduling social media content where required
- Support newsletters, coordinator updates and other communications

General

- Work collaboratively with the Mitzvah Day Project Manager and colleagues across JW3.
- Provide a warm, helpful and professional response to Mitzvah Day participants and partners.
- Protect and enhance the reputation of JW3 and Mitzvah Day.
- Attend relevant staff meetings, supervision and training as required.
- Work flexibly during the peak Mitzvah Day period, including occasional evenings and weekends and Mitzvah Day itself.
- Undertake other reasonable duties as required by the Mitzvah Day Project Manager or a member of the Senior Leadership Team.

This role description is not exhaustive or all-encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

All staff must wholeheartedly buy into JW3's mission, vision, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to high-quality Jewish engagement, and community-building is critical.

Essential Skills and Experience

- Excellent organisational skills, with the ability to manage a range of tasks and deadlines simultaneously.
- Strong administrative skills and excellent attention to detail.
- Familiar working with project plans, trackers, action lists and shared documents.
- Strong written and verbal communication skills, with the ability to communicate clearly, warmly and professionally.
- Confident communicating with a wide range of people by email, telephone and in person.
- Patient, approachable and helpful, including when dealing with repeated questions, changing information or people who may need additional support.
- Able to prioritise work effectively and recognise when something needs to be escalated.
- Proactive and reliable, with the ability to take ownership of agreed tasks and follow them through to completion.

- Able to work calmly and accurately during busy periods when there may be competing demands and tight deadlines.
- Good general IT skills, including Microsoft Office or similar applications, and confidence using Excel to organise, track and maintain data.
- Comfortable learning and using databases, CRM systems and other online tools.
- Able to handle personal information sensitively and appropriately, in line with data protection requirements.
- Willing and able to work flexibly during the Mitzvah Day period, including occasional evenings and weekends and on Mitzvah Day itself.

Desirable Experience

- Previous experience in an administrative, project support, events, community or coordination role.
- Experience of working with CRM systems, databases or registration systems.
- Experience supporting events, community programmes, volunteering or social action projects.
- Experience of working with volunteers or community organisations.
- Experience supporting social media, newsletters or digital communications.
- Experience or understanding of Jewish communal organisations, the Jewish community or the Jewish calendar.

Personal Qualities

- Comfortable working as part of a small team and supporting others.
- Willing to get involved in practical tasks as well as desk-based administration.
- Flexible and positive when priorities change.
- An affinity with the values and purpose of Mitzvah Day and JW3.