



Job Description

JOB TITLE: CRM Systems Executive (Full-time)

LOCATION: JW3, London NW3 (Occasional travel may be required)

SALARY: £23,000 - £26,000 DOE

REPORTING TO: Marketing & Communication Director

ANNUAL LEAVE: 20 days plus statutory and Jewish holidays

ABOUT JW3

JW3 is a non-profit Jewish Community Centre based in London NW3, open to all, regardless of race, religion, belief, gender, sexuality, ability or age. We receive over 200,000 visits each year to our purpose-built centre that houses a Cinema, Restaurant, Bar, Café, Nursery, and over a dozen spaces where a year-round programme of over 6,000 activities takes place, including adult education, language classes, theatre, music performances, youth programmes, after-school activities, food & drink workshops and demonstrations, parties, 'big name' talks and debates, films, family programmes and more. We are a registered charity and a company limited by guarantee.

Our Vision is of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. Our Mission is to increase the quality, variety and volume of Jewish conversation in London and beyond.

We seek to make an impact by: increasing the range and number of Jewish people engaged with positive Jewish experiences and expressions of Jewish life; bringing greater numbers of Jews into positive contact with other types of Jewish people across divides, strengthening sense of community; and fostering closer relationships between Jewish people and other communities, breaking down barriers.

PURPOSE OF ROLE

The CRM Systems Executive will manage JW3's Spektrix ticketing and customer database system. The post holder will work closely with the Marketing Director, Marketing team, Box Office Manager and other JW3 colleagues to ensure that event set-up on the Spektrix system and the JW3 website is carried out accurately and on time.

SPECIFIC RESPONSIBILITIES & DUTIES

1. CRM database: To be the "super user" of JW3's CRM system, managing and maintaining it to ensuring the application is used to its full potential across the organization, including the management and testing of upgrades.
2. Project manage, in conjunction with other departmental colleagues, the delivery of significant enhancements to JW3's Spektrix ticketing and customer database, and if associated, to JW3's main and subsidiary websites.
3. External and internal partner relationships: Work closely with our CRM provider to ensure the smooth, user-friendly operation of the Spektrix database system and JW3's main and subsidiary websites.
4. Box Office/Ticketing: Work closely with Box Office Manager and Box Office team to respond swiftly to all ticketing set up queries, anomalies, changes and updates, on a daily basis.

5. Training: Deliver induction and refresher training in the use of the Spektrix system to Box Office and other relevant staff.
6. Work with other departmental colleagues to ensure the efficient, timely set-up of new events and processes on the Spektrix database and JW3 websites.
7. Brand: Ensure rigorous adherence to JW3's brand guidelines and values and maintain a coherent online visual identity.
8. Data: Deliver timely and accurate reporting, highlighting trends and including analysis.
9. Other responsibilities: Attend all relevant staff meetings, supervisions and training days. Undertake other reasonable duties as required by the Director of Marketing and Sales or COO and CEO.

PERSON SPECIFICATION

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

Essential Skills, Knowledge and Experience

- A track record of successful CRM customer or ticketing database system management and/or administration within an organization, commercial environment, venue or agency.
- Problem Solving Skills - ability to think analytically and seek creative solutions to problems.
- Strong project management and organizational skills.
- Proven track record of liaising with a wide range of colleagues, and building and maintaining effective working relationships both internally and with external partners.
- Experience of working to strict deadlines.
- Strong knowledge and experience of MS Office applications, particularly Excel.
- A methodical approach to work, with close attention to detail.
- Ability to work on own initiative and manage and prioritize own workload.
- Excellent communication skills: written, verbal and interpersonal.
- Successfully working under pressure, in a busy environment with multiple demands.
- Understanding data and able to simplify complex trends and information.

Desirable Skills, Knowledge & Experience

- Experience of using Spektrix (CRM system) is a bonus
- Experience of other arts venue ticketing CRMs (e.g. Tessitura) is a bonus.
- Experience of web maintenance/using a CMS.
- Experience working in an arts/culture or community venue.
- A demonstrable personal interest in the arts, culture and/or Jewish life.

PERSONAL QUALITIES

We are looking for someone who:

- Shows commitment to furthering JW3's vision and goals.
- Is articulate, charismatic, dynamic and patient.
- Has a proactive and flexible approach to work, including a willingness to work outside their regular hours where necessary – e.g. in the evenings, on weekends and Bank Holidays.
- Has a natural ability to effectively work in teams and form positive relationships.
- Has passion, drive, commitment and integrity.

Benefits of the role

In return for your hard work, commitment and being an integral part of the JW3 team, you can expect:

- Access to a fantastic range of events ranging across Arts, Culture, Politics, Education and Cinema.
- A competitive package including bank holidays and Jewish holidays as annual leave.
- Some flexibility with your office hours.
- To make a real difference to our community.
- To be given your independence and enjoy a hands-on role.
- To be a voice that's heard through all levels of the organization and affect change.
- Training and development opportunities.