



Job Description

JOB TITLE: Gateways Administrator

SALARY RANGE: £21,000 - £24,000 pro rata (depending on experience and skillset)

HOURS: Part Time (3/4 days a week)

LOCATION: London, NW3 (some remote working possible)

REPORTING TO: Gateways Director

ANNUAL LEAVE: 20 days pro rata plus Jewish holidays

INTRO TO JW3:

JW3 is a non-profit Jewish Community Centre and arts venue based in London NW3, open to all regardless of race, religion, belief, gender, sexuality, ability or age. We are a registered charity and a company limited by guarantee. We opened our doors in October 2013 and currently 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, afterschool activities, food & drink workshops and demonstrations, parties, 'big name' talks and debates, films, family programmes and more.

Our Vision is to be at the heart of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. We aim to achieve this by...

...creating outstanding events, activities, classes and courses – the diversity of which reflects the diversity of our community;

...offering multiple entry points into Jewish life, culture and community for the widest possible range of people regardless of age, background or belief;

...increasing the quality, variety and volume of Jewish conversation in London and beyond.

JW3's GATEWAYS PROGRAMME:

Every young person, no matter who they are or where they are from, should have the opportunity to progress and thrive, regardless of the struggles they face. In every community, more and more young people are facing mental health issues, and many are affected by poverty, neglect and abuse. The Jewish community is not immune to any of these issues.

JW3's Gateways programme provides an integrated service to vulnerable young people, including academic and vocational courses, pastoral care and life skills training. We are committed to the holistic development of every student, at every stage of their journey through the programme.

You will join us during an exciting period in the programme's growth. Due to an increase in demand for our services, Gateways is setting up the first independent, full time alternative provision within the Jewish community.

MAIN PURPOSE OF ROLE:

Working as part of the Gateways Team, and reporting directly to the Director of Gateways, you will provide general administrative support to ensure the smooth running of the Gateways programme maintaining confidentiality at all times.

SPECIFIC RESPONSIBILITIES & DUTIES:

Programme Support

- Provide key administrative support to the Gateways Director – meeting support, scheduling courses, classes and events, room bookings and setup, support with preparation of reports, presentations and documents, teachers' contracts, ordering and managing resources for office and courses, logistics for events/meetings, credit card reconciliation.
- Maintain and improve general administrative systems for the Gateways office, core team and classes and courses.
- Maintain data management system for keeping records of student admissions and enrolments, freelance staff, referring organisations, funders and suppliers.
- Work with the Gateways Director and team to compile and amend the annual timetable, regularly updating all records in line with the Gateways continuous enrolment policy.
- Provide full administrative support to the JW3 Exam Centre for each exam season.
- Prepare and distribute termly contracts for all Gateways freelance teachers.
- Organise induction to JW3 and Gateways systems and procedures for Gateways core team staff and freelance teachers. Provide staff/freelancers with support/instruction/reminders, where required. Help solve IT issues and/or liaise with external IT support.
- Process all DBS applications submitted by JW3 on behalf of Gateways freelance teachers.
- Order stationery, resources, food and drink for the Gateways office, courses and events.
- Liaise with Operations Department, manage storage of resources and equipment. Handle mail and delivery of resources.
- Liaise with the Finance Team, provide administrative support to ensure that invoices are received and dealt with successfully and within an appropriate timescale. Record the Gateways credit card expenditure and complete monthly reconciliations.
- Attend and take minutes of meetings, including Gateways advisory board meetings, as required.
- Assist with compiling of annual reports, website content, funding proposals and policy documents, and organise production and dissemination of reports, when required.
- Provide administrative support for programme planning and participate in researching new projects, as requested by the Director.
- Deal with visitors where appropriate.

Other Responsibilities

- Attend all relevant JW3 staff meetings, supervisions, training days etc.
- Attend all Gateways full staff meetings and core team meetings.
- Act as an ambassador/point of contact in the JW3 office – answering the telephone, welcoming guests as needed.
- Undertake other reasonable duties as required by your line manager or member of the Senior Leadership Team.

REVIEW ARRANGEMENTS:

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated 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, arts and culture, learning and community-building is critical.

Essential Skills and Experience

- Minimum 3 years' experience working in either an office-based administrative support role, secretarial role, or office manager role.
- Excellent written and verbal English communication and numeracy skills, including telephone manner.
- Extremely thorough – with attention to detail and strong organisational skills.
- Successfully working under pressure, with multiple demands and in a changing environment.
- A confident and friendly manner with the public and a professional appearance.
- Motivated, highly organised, with initiative and excellent time management skills.
- Solid, appropriate IT skills, including strong use of Word, Excel, PowerPoint, internet and Outlook.
- Minimum typing speed of 50 WPM.
- An enthusiasm for and understanding and experience of 'customer service'.
- Able to interact confidently and build relationships with a wide range of contacts at all levels.
- Enthusiastic and eager to learn.
- Outgoing, friendly and willing to pitch in and help others within the wider team.
- Flexibility with a pro-active and creative approach to problem solving.
- Strong teamwork and communication skills with a positive attitude and obvious drive.
- Able to manage sensitive and confidential information.

Desirable

- Experience working in an educational establishment.
- Experience working with young people.
- Working in a 'customer service' role, especially in the non-profit sector.
- Prior involvement in, and knowledge of the Jewish community and in Jewish life.
- Experience of working successfully with Artifax.
- Typing speed of 70+ WPM.

Personal Qualities

- Although this role has no responsibility for student supervision the successful candidate is likely to have an interest in young people generally, an understanding of students with additional educational needs.
- Patience and a welcoming manner.
- Has a commitment to the Gateways mission, ethos and equal opportunities policy, together with high standards of education, care and behaviour.
- Ability to use own initiative and work alone as necessary.
- Willingness to undergo any training as required.
- A friendly personality and ability to interact positively with young people.
- Has a proactive and flexible approach to work.
- Has passion, drive, commitment and integrity.
- Shows commitment to furthering JW3's vision and goals.