



Job Description

JOB TITLE:	Programme Administrator (open to FT applicants or PT applicants wishing to job share)
SALARY:	£21-26k pro-rata (commensurate with experience)
LOCATION:	JW3, London NW3 (potential for some home working)
REPORTING TO:	Director of Programming
ANNUAL LEAVE:	20 days plus statutory and Jewish holidays (pro rata)

ABOUT 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, after-school 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.

In March 2020 JW3 went from being a purely in-venue organisation, to engaging tens of thousands of people remotely. As we return to in-person activity we are committed to continuing to serve audiences online.

Purpose of the Role:

To provide excellent administrative and logistical support to enable the Programming Team to achieve their goals; to provide direct support to the Director of Programming to increase their capacity to lead the team; to maintain, update and improve the processes and systems that underpin the planning and delivery of JW3 Programmes.

RESPONSIBILITIES & DUTIES

1. Support the Seasonal Programme Planning Process

- Create, maintain and improve the suite of templates including budgets, contracts, room allocation sheets and central spreadsheets necessary for Programmers to record and share information about programmes.
- Create, maintain and improve the schedule for the planning process and communicate deadlines to the team. Work with Director of Programming to check that all information is supplied on time.
- Work with the Director of Programming, senior Programmers and colleagues from other departments to continually improve this process and communicate updates.

- Liaise with other departments and ensure they have access to all information and updates necessary for collaboration.
- Provide additional administrative, budgeting and liaison support to the Head of Languages throughout the process

2. Support the Ongoing Delivery of the Programme

- Order/purchase food and drink, couriers, flights, taxis and accommodation etc as briefed by Programmers. Hold the departmental credit card; complete monthly reconciliations.
- Provide zoom support including generating webinar links, adding panellists, acting as an alternate host for zoom events, troubleshooting, managing recordings and being responsible for the maintenance and security of JW3's suite of zoom accounts.
- Provide other event-specific support including reprographics, document or presentation formatting, generating surveys and questionnaires, creating refreshment vouchers, and assisting with admission and enrolment for the summer language school
- Provide additional support to the Languages programme, including allocating zoom licenses for the faculty, generating meetings links, liaising with teachers about zoom and checking teacher invoices
- Manage correspondence via phone, email and post. Act as first point of contact for programme team; ensure communications are passed to the correct member of staff.

3. Directly Assist the Director of Programming

- Manage the Director's diary, including liaison with internal and external parties to schedule meetings. Book rooms, catering, equipment and resources as needed.
- Manage regular meetings between the Director and direct reports.
- Manage scheduling, resourcing, presentations and agendas for team and inter-departmental meetings.
- Provide data, schedule reports, undertake research and provide key administrative support for ad-hoc projects and tasks as requested by the Director.
- Provide reports / programme information for other departments
- Record and distribute minutes of key meetings as requested.
- Provide an additional layer of similar support to Senior Programmers on occasion

4. Support the Programming Team – People, Systems and Resources

- Generate and update a suite of useful information documents for Programmers
- Maintain and improve shared digital storage so that departmental filing architecture and processes enable easy collaboration, and allow Programmers to comply with GDPR. Carry out data audits when requested.
- Process DBS checks for freelancers as requested.
- Manage the storage of physical resources, and ensure resources are correctly returned to storage post-event. Handle mail and delivery of programme resources.
- Maintain working days document, allocate office desks and lockers accordingly.
- Act as 'admin user' on key software and digital tools, and administer various team subscriptions and log-ins.
- Induct and set new Programmers up in departmental processes and systems, arranging training where necessary. Act as the first port of call for Programmers requiring support/instruction/reminders - a key role in a team including many part-timers. Help solve IT issues and/or liaise with external IT support.

- Provide HR support including induction (scheduling orientation meetings and temporary management of new starter's calendars), management of the departmental TOIL records (Time off in lieu), and administration of the leavers process.
- Provide recruitment support including formatting job descriptions, posting vacancies on external sites and scheduling interviews.

5. Other Responsibilities

- Work collaboratively as part of the Programme Team in order to maximise the potential of our people to achieve JW3's goals.
- Work collegiately alongside Box Office and Venue Hire Manager to ensure a high level of front of house services to staff and visitors to JW3.
- Protect and enhance the reputation of JW3, presenting the organisation in an appropriate and professional manner to stakeholders.
- Act as an advocate for the impact of JW3's work where appropriate.
- Build appropriate relationships with relevant organisations to raise JW3's positive profile.
- Attend all relevant JW3 staff meetings, supervisions, team meetings training days etc.
- 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, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to delivering high quality Jewish engagement, arts and culture, learning and community-building is critical.

Essential Skills, Knowledge and Experience

- Experience of successful administration in a busy office.
- Proven ability to interact confidently, work well in a team and build relationships with a wide range of colleagues and contacts at all levels.
- High level of competence and confidence in IT skills, including strong use of Word, Excel, PowerPoint, internet, Outlook and databases; the ability to pick up new systems efficiently and teach the rest of the team.
- Excellent organisational skills.
- Excellent written and verbal English communication and numeracy skills, including telephone manner.
- Thorough attention to detail.
- Ability and appetite to work successfully under pressure, with multiple demands in a fast-paced and changing environment.
- A confident, friendly and professional manner with the public.
- Excellent time-management skills to handle priorities and workload.
- An understanding and experience of 'customer service'.
- A flexible, pro-active and creative approach to problem solving.

Desirable Skills, Knowledge & Experience

- Experience of working in an arts, culture or community centre.
- Working in a 'customer service' role, especially in the non-profit sector.
- Working with databases.

- Working with online events.
- Good working knowledge of GDPR
- A demonstrable interest in the arts and in culture, especially Jewish arts and culture
- Knowledge of the Jewish community and Jewish life.

PERSONAL QUALITIES

We are looking for someone who:

- Shows commitment to furthering JW3's vision and goals.
- Is positive, calm, enthusiastic and willing to learn.
- Takes initiative and stays motivated.
- Thinks and speaks clearly.
- Is friendly, approachable and willing to pitch in and help others within the wider team.
- Has a proactive and flexible approach to work, including a willingness to work occasional evenings, weekends and Bank Holidays as required. NB. To serve the needs of a Community Centre that operates 15 hours per day for 6-7 days per week, all JW3 staff may be required to work outside their 'normal' working hours at times.