



<b>Job Title</b>	<b>Lifecycle Administrator (20 hours/week)</b>
<b>Reporting To</b>	<b>Executive Assistant</b>
<b>Salary</b>	<b>£25,000 full time equivalent (20 hours/week)</b>
<b>Based At</b>	<b>Working from home and ideally one day a week at a Birmingham office</b>
<b>Works Closely With</b>	<b>Executive Assistant, Membership Manager and Director of Youth</b>

### **Summary of post**

The Lifecycle Administrator will provide admin support for Liberal Judaism and LJY-Netzer. The post holder is often the first person Liberal Judaism's members, and potential members, speak to or contact via email.

### **Key Responsibilities**

#### **1. Providing a warm and professional welcome**

- Answering the phone and responding to email queries in a professional and positive manner.
- Answering initial queries about Liberal Judaism services and events; keeping up to date with the movement's exciting events, growing communities and ground-breaking projects.

#### **2. Lifecycle Administration**

- Registering candidates for the Beit Din.
- Keeping track of Beit Din payments.
- Organising and overseeing the Beit Din sessions.
- Organising signing of Beit Din certificates.
- Five hours a month giving administrative support for LJ Funeral Directors.
- Being the first point of contact for people wanting to arrange a stone-setting.
- Dealing with permits and other paperwork relating to the smooth running of cemetery services.
- Checking invoices received for funeral services and writing invoices for payment.

### **3. LJY-Netzer Administration**

- Coordinating payments between LJY-Netzer booking system and LJ finance system.
- Invoicing and chasing payments for events.
- Maintaining an overview of bursary allocations and discounts.
- Supporting the administration of event finance.

### **4. Assisting the Finance Officer with banking, invoicing and credit control**

- Recording payments received and banking cheques.
- Writing and sending invoices, as required.
- Chasing unpaid invoices, by email and on the telephone.
- Using spreadsheets to record payments received chasing non-payment where necessary.

### **5. General**

- Attending staff meetings, learning sessions and other relevant events.
- Being flexible and helping out when needed with other major projects.
- Receiving and distribution of post to correct members of staff and other communities.

### **Person Specification**

Intelligent and self-starting, supremely optimistic but a practical achiever, calm and unflappable, sharp sense of humour and excellent interpersonal skills, discrete and sensitive, totally dependable.

### **Skills:**

- Able to provide an excellent service, via telephone, email or face-to-face.
- Excellent organisational skills and time management.
- Self starting and able to work productively while working remotely.
- Able to deal with tight deadlines, excellent at multitasking under pressure.
- In depth skills in email, word processing, spreadsheets and databases.
- Able to draft letters, reports or other documentation.
- Able to take meeting minutes.
- Ability to work effectively in a Jewish context, e.g. familiarity with common Hebrew or Yiddish vocabulary.

NB - please be aware that ad hoc work in London will be required and travel expenses will be paid for this if required.

This is a guide to the nature of the work required of the Administrator. It is not wholly comprehensive, exhaustive or restrictive and may be reviewed with the post holder and the line manager from time to time. The post holder may be required to work some anti-social hours, by mutual agreement, and will be given time off in lieu of this work.