



## Programme Administrator

FZY are looking for an organised individual with people skills to work as FZY's Programme Administrator. This position will primarily have responsibility for administering the application and payment processes for many of FZY's events and activities including Israel Tour. This role will include maintaining positive relationships with parents on FZY's programmes, ensuring parents have completed their programme applications and made full payment by the required dates, and ATOL certificates have been created wherever relevant.

TITLE:	<b>Programme Administrator</b>
REPORTS TO:	<b>Operations and Programme Manager</b>
SALARY:	£23,000 - £26,000 commensurate on experience
HOURS OF WORK:	Full-Time (35 hours a week) which may include occasional evening and Sunday work
LOCATION:	Kenton – <i>Applicants must have (or must be able to attain) right to live and work in the UK</i>

### ABOUT FZY:

The Federation of Zionist Youth (FZY) is a Jewish Zionist Youth Movement. FZY strives to challenge, stimulate, educate, and excite British Jewish Youth with imaginative peer-led programmes on a weekly basis, and on camps, seminars, and events at a national and international level. FZY aims to create a unique and positive atmosphere where all its members feel comfortable to express themselves, develop a strong Jewish and Zionist identity, and have amazing, unforgettable experiences. FZY is the oldest Zionist Youth Movement in the UK at 113 years old and over the past few decades have taken and engaged more Jewish youth with Israel than any other UK organisation.

### MAIN DUTIES AND RESPONSIBILITIES:

- To administer the relevant application, medical and payment information for many of FZY's programmes including Israel Tour
- To be the FZY face to the parent community if they have any questions or queries about many of FZY's programmes (except financial assistance queries)
- To create ATOL certificates for participation on FZY's travel programmes where relevant
- To attend and where relevant facilitate FZY parent evenings for FZY's various programmes

### PERSON SPECIFICATION

#### Essential:

- Ability to demonstrate excellent communication skills both orally and written, in person or via the phone or email
- Exceptional organisation and attention to detail
- Ability to complete tasks and projects on time and to a high standard, demonstrating a can-do attitude
- Tact, discretion, and respect for confidentiality
- Reliability and honesty

- Strong verbal and written English

**Desirable:**

- Ability to work to tight deadlines and under pressure
- Ability to work on numerous projects simultaneously with the ability to prioritise tasks and workload
- Experience of MS Office package, Salesforce, Zoom and Monday.com
- Ability to work on your own initiative whilst understanding the importance of and being a great team player
- An understanding of, empathy with, and enthusiasm for, the values, objectives, and work of FZY
- A consistently energetic approach to work and a positive, constructive attitude
- Knowledge and understanding of the UK Jewish community
- Experience of working in the charity sector
- Ability to work flexibly

**More information:** Full job description can be found at <http://www.fzy.org.uk/vacancies>

**Interviews:** Interviews will be offered on a rolling basis as we are looking to fill the role immediately.

**How to apply:** Please send your CV and a short covering letter (no more than 500 words) outlining how you meet the requirements to [joelj@fzy.org.uk](mailto:joelj@fzy.org.uk) with the subject heading 'Programme Administrator'.