

**Job Description**

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| Job Title:  | Administrator  |
| Grade: | £13.71-14.75 per hour, equates to £24,948 – 26,845 FTE (based on 35 hour week) Equivalent NJC Scale Point 13-17 |
| Responsible to: | Senior Administrator |
| Hours of work: | 18-24 hours, flexible depending on availability |
| Annual Leave: | 25 days pro rata |
| Location: | Brighton & Hove, with occasional travel to East Sussex |
| Contract | Fixed-term for 12 months, with possibility of extension  |

**Background**

Amaze is a Sussex based charity that supports families with children and young people with special educational needs and disabilities (SEND). We provide a wide range of services and projects across Brighton and Hove and East Sussex. This is a new role within our Resources Team needed to provide administrative support to our growing operations.

**Key responsibilities of this role**

* To provide high quality administrative support to members of the Amaze team
* To help ensure the smooth running of the busy Amaze office by maintaining and developing systems
* To process information and data
* To support effective internal and external communication

**Key responsibilities**

**Office administration supporting effective internal/external communication**

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| 1 | To respond to enquiries received in the office, by phone and email, directing these to the appropriate person/team as necessary or taking messages to pass on |
| 2 | To open and distribute post, and frank and organise outgoing post |
| 3 | To support Amaze staff in the implementation of office and administrative systems |
| 4 | To create standard administration systems and templates for use by the team |
| 5 | To service staff/team meetings, trustee meetings and other meetings/events/training/ workshops, making room or equipment bookings, arranging refreshments, preparing and circulating papers, and taking minutes |
| 6 | To support team members with large mail-outs or processing of information, including photocopying, franking/ posting and distribution |
| 7 | To support with processing of online referrals |
| 8 | To use our bulk email provider to send occasional emails for Compass and other services |
| 9 | To support gathering and inputting of data/evaluation/monitoring information including inputting surveys, conducting short phone interviews and maintaining databases – adhering to data protection and confidentiality procedures |
| 10 | To support projects as required |

**Support Data & Performance Manager:**

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| 1 | Provide low level colleague support using our client management system (CMS) |
| 2 | Correcting basic data quality issues on the CMS |

**HR systems and resources**

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| 1 | To maintain HR systems and records under the direction of the Senior Leadership Team (SLT) |
| 2 | To support with the review and updating of key policies and procedures and quality assurance documentation |
| 3 | To maintain files, tools and resources linked to HR, governance, finance and IT |
| 4 | To maintain Health & Safety records and updating of risk assessments |
| 5 | To help maintain and develop Amaze’s IT systems and processes, including supporting staff in using these |
| 6 | To liaise with contractors and suppliers regarding equipment and resources  |

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|  | **General Responsibilities**  |
| 1 | Work in line with Amaze’s Mission, Vision, and Values at all times, promoting a supportive, responsive and inclusive environment. |
| 2 | To attend team meetings, supervision and training as agreed with your manager |
| 3 | The role requires a willingness to sometimes work variable hours to cover events which might be on occasional weekends or evenings.  |
| 4 | To be self-servicing with use of appropriate IT |
| 5 | To carry out other duties appropriate to the role  |

| **Person specification:** | **Essential** | **Desirable** |
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| **Experience/knowledge** |  |  |
| Working in an office based administrative role and setting up and maintaining office systems | ü |  |
| Taking minutes and servicing meetings | ü |  |
| Providing customer care  | ü |  |
| Liaising with service users or outside agencies | ü |  |
| Supporting a busy team | ü |  |
| Organising events/training/workshops |  | ü |
| Confidentiality and accurate data input |  | ü |
| **Skills** |  |  |
| IT (Office 365, word processing, emails, electronic diary, database, spreadsheets) | ü |  |
| Highly organised, able to prioritise competing workloads, meet deadlines | ü |  |
| Written communication, with the ability to write clearly and concisely | ü |  |
| Verbal communication, with the ability to relate to a wide range of people from different backgrounds and handle challenging situations | ü |  |
| Ability to work on own initiative, flexibly and collaboratively as part of a team | ü |  |
| **Qualities** |  |  |
| Able to work calmly under pressure in a busy environment, juggling several tasks at one time | ü |  |
| Commitment to the values and principles upheld by Amaze | ü |  |
| An understanding of the issues faced by parents of children with SEND, and a commitment to the success and ethos of Amaze |  | ü |