

Amaze Job Description

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| Job Title:  | Compass Administrator  |
| Grade: | **NJC Scale Point 20-23 (£19,430 - £21,693 pro rata)** |
| Responsible to: | **Database and Monitoring Manager** |
| Hours of work:  | **21-25 hours** |
| Annual Leave:  | **25 days pro rata** |
| Location: | **Brighton & Hove, with occasional travel to West and East Sussex** |
| Contract | **Fixed-term for one year, with likelihood of extension subject to funding** |

**Background**

Amaze is a Sussex based charity that supports families with children and young people with special educational needs and disabilities (SEND).

Amaze manages the statutory disability registers for Brighton and Hove City Council (Compass Brighton and Hove) and West Sussex County Council (Compass West Sussex) and offers all children and young people on those registers (aged 0-25) a free leisure incentives card, the Compass Card, giving them discounts and special deals in their local area.

**Main Purpose of the Job:**

To provide administrative support to the Compass service in Amaze, including maintaining systems for families to register their disabled children or young people on the Charitylog database, data entry and handling membership enquiries.

To assist with the distribution of information to parent carers and other service users.

To contribute to other administration tasks for the Compass Team.

**Systems administration**

* To input from new registrations and renewals to both Compass registers on the Amaze Charitylog database, entering large amounts of data and ensuring accuracy
* To process and send out Compass Cards and related information
* To maintain the Compass paper and electronic filing systems
* To assist the Database and Monitoring Manager in ensuring integrity of data is maintained
* To ensure that confidentiality of data is maintained and that data protection principles are followed at all times

**Membership administration**

* To respond to queries from families about Compass Brighton and Hove and Compass West Sussex, and the related Compass Cards.
* To send emails/letters and other information to parent carers regarding their Compass registrations
* To contact parent carers and young people when necessary to obtain additional information regarding Compass registrations
* To attend events and meetings to liaise with parent carers and others
* To assist with the assessment of eligibility for Compass registration forms
* To co-ordinate information mail-outs to Compass families, including the reproduction of leaflets, photocopying materials and franking/posting

**Other General Responsibilities:**

* To carry out other data entry on the Amaze Charitylog database, such as parent carer information and Amaze service outcomes data.
* To provide some office cover for other Amaze administrators when appropriate
	+ To provide a good level of customer service to telephone, social media and email enquirers
	+ To attend supervision, training & staff meetings as required
	+ To carry out other duties appropriate to the role and responsibilities as may be delegated by the Database Manager
	+ To work within the framework of all Amaze policies and procedures

**Person Specification**

**Experience**

1. Experience of data entry and the use of database systems to record information
2. Experience of using MS Office
3. Experience of using Internet, social media and email systems, including MS Outlook
4. Experience of using office filing and archiving systems
5. Experience of using office equipment such as printers, document scanners and photocopiers
6. Experience of liaising with service users or outside agencies
7. Experience of working with services for families of children and young people with SEND (desirable)

**Skills, abilities and personal qualities**

1. Excellent customer services skills, able to deal with queries and resolve them effectively, with sensitivity and awareness of challenges facing parents carers
2. Excellent written and verbal communication skills
3. Good IT skills and familiarity with software for word processing and data processing
4. A good understanding of the need for accuracy in data entry
5. A good understanding of the importance of confidentiality and the principles of data protection
6. A commitment to team working
7. Ability to prioritise workload and meet deadlines
8. A good understanding of the issues faced by families of children and young people with special educational needs and/or disabilities
9. Ability to demonstrate understanding of equal opportunities and the value of inclusion and diversity.