

Job Description

Job Title:	Database Co-ordinator
Grade:	NJC 25-26 £28,785 - £29,636 (pro rata)
Responsible to:	Compass Manager
Hours of work:	18-21 hours
Annual Leave:	25 days pro rata
Location:	Brighton & Hove, with occasional travel to West and East Sussex
Contract	Fixed-term for 2 years, with likelihood of extension subject to funding
Line Management responsibilities	Data Analyst and Compass Administrator

Background

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

Amaze manages the statutory 'disability registers' for Brighton & Hove City Council (Compass B&H) and West Sussex County Council (Compass WSx) and offers all 0 to 25s on the registers a free leisure discount card, Compass Card B&H or Compass WSx.

In addition to storing Compass B&H and WSx data, our Customer Relationship Management system (CRM) – Charity Log – is an essential tool within the organisation that underpins service delivery and the management of information and contacts.

Main Purpose of the Job:

To be responsible for maintenance and development of Charity Log and the safe management of, and reporting from Compass B&H and Compass WSx.

Database maintenance and development

- To maintain and develop Charity Log so that it meets our current and future needs for collecting and analysing data about the needs of children with SEND and their families
- To oversee all data entry work and ensure accuracy and integrity of data
- To support staff to ensure data is being entered correctly and the system is being used effectively, including developing and training staff to use Charity Log effectively.
- To be the key point of liaison between Charity Log, the Compass Card online form provider and Amaze
- To develop Charity Log as required, as service needs change and grow

Reporting

- To produce regular reports from Charity Log for staff, trustees, funders and commissioners

- To analyse data and to respond to opportunities to use data to inform the planning and delivery of services internally and externally with BHCC, WSCC, CCGs and other partners, and to inform our influencing work
- To liaise with the Monitoring & Evaluation officer, services and fundraising teams to ensure [the CRM system – delete] Charity Log meets our needs for data collation and reporting across the organisation
- To develop new/different/interesting ways to present our data e.g. infographics

Data protection

- To be the designated lead officer for Data Protection
- With support from DCEO, to maintain Amaze's data protection policies and procedures and oversee relevant systems, to ensure Amaze is compliant with legislation and good practice
- To support staff in developing their understanding of data protection requirements and adhering to good practice

Line management

- To supervise Compass staff who are working on data entry and registrations

Maintenance and development of Compass Register functionality

- With support from the Compass Manager, to develop Compass Register functionality including consideration of what data is collected currently, and any new data fields to consider adding in the future, and how the data will be used to best inform/influence service developments across Sussex

General Responsibilities

- To work within the framework of all Amaze policies and procedures
- To carry out other duties appropriate to the role as required by the CEO or DCEO
- To attend team meetings, Amaze management team meetings, supervision and training

Person specification

Experience and knowledge

1. Proven knowledge and experience of managing and developing a database / customer relationship management (CRM) system
2. Experience of working with services for families of children and young people with SEND (desirable)
3. Experience of working co-operatively and in partnership with a wide range of other stakeholders
4. Experience of managing, developing and transforming services and teams
5. Excellent knowledge of GDPR legislation and how this needs to be applied in practice

Skills, abilities and personal qualities

6. Highly confident and competent in using and developing IT systems [databases and Excel in particular] to support the provision and evidence outcomes of high quality voluntary or statutory sector public services
7. Ability to identify what data 'extract' is required in order to back up or report on a particular issue
8. Ability to present and report data in a variety of different formats for different audiences
9. Ability to support, train and develop staff around using new systems and processes
10. Excellent communicator verbally and in writing
11. Excellent customer services skills, able to deal with queries and resolve them effectively, with sensitivity
12. Highly organised and structured in approach to work, meeting reporting deadlines and managing projects
13. Excellent understanding of the importance of confidentiality and the principles of data protection
14. A commitment to team working
15. A good understanding of the issues faced by families of children and young people with special educational needs and/or disabilities
16. Ability to demonstrate understanding of equal opportunities and the value of inclusion and diversity.