

Amaze Job Description

|  |  |
| --- | --- |
| Job Title:  | Data Entry Assistant  |
| Grade: | **NJC Scale Point 18-21, £18,070-£20,138 pa pro rata** |
| Responsible to: | **Database Manager** |
| Hours of work:  | **18-25 hours per week** |
| Annual Leave:  | **25 days pro rata** |
| Contract: | **Fixed term until end March 2018**  |

**Background**

Amaze is a local charity based in Brighton and Hove that gives information, advice and support to parents and carers of children and young people with special educational needs and disabilities (SEND), and also now beginning to develop services for young people with SEND directly.

Amaze manages the statutory “disabilities register” 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 carry out data entry on the Amaze Charitylog database and provide other high quality administrative support for the Brighton & Hove and West Sussex Compass Registers.

**Compass Data Entry**

* To respond to enquiries from families about Compass Brighton and Hove and Compass West Sussex, and the related Compass Cards.
* To input new registrations and renewals to both Compass registers on the Amaze Charitylog database and to process and send out Compass Cards and related information
* 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 assist with the assessment of eligibility of Compass registration forms
* To assist with maintaining the Compass paper and electronic filing systems
* To assist the Database Manager in ensuring that accuracy and integrity of data is maintained
* To ensure that confidentiality of data is maintained
* To assist with co-ordinating information mail-outs to Compass families, including the reproduction of leaflets, photocopying materials and franking/posting

**Other Data Entry**

* To carry out other data entry on the Amaze Charitylog database, including (but not limited to) parent carer information and Amaze service outcomes data

**Other General Responsibilities:**

* + To provide some office cover for other Amaze administrators when they are on leave
	+ To answer the office phone line, providing a good level of customer service
	+ 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

**Data Entry Assistant – Person Specification**

**Experience**

1. Experience of data entry and the use of database systems to record information quickly and accurately
2. Experience of using MS Office, especially MS Excel and MS Word
3. Experience of using Internet 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

**Skills, abilities and personal qualities**

1. Excellent written and verbal communication skills
2. Good IT skills and familiarity with software for word processing and data processing
3. The ability to transfer written information quickly and accurately to database systems
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. An understanding of the issues faced by parents of children with special educational needs or disabilities, and a commitment to the success and ethos of Amaze