



## Outreach Service Administrator

<b>Summary:</b>	Providing a range of administrative duties in support of our Outreach and Navigation Service including processing referrals, creating and maintaining records on our Charitylog database, managing enquiries from parents, sharing resources and signposting parents to other relevant services.
<b>Responsible to:</b>	Reaching Families Outreach and Training Manager
<b>Salary:</b>	£22,284 FTE (actual £11,435 gross pa)
<b>Working Hours:</b>	21 hours per week (term-time only)
<b>Contract:</b>	Initial 12 Months (with extension subject to further funding)
<b>Location:</b>	Home based (with occasional travel for meetings in West Sussex)
<b>Other benefits:</b>	Flexible working; additional holiday bonus; pension scheme; travel expenses

---

## Job Description & Person Specification

### Key Tasks & Responsibilities

1. Processing referrals received into the NDP Navigation service
2. Creating and updating service user records on Charitylog and Excel including data entry and uploading documents, etc.
3. Carrying out regular telephone surveys with parent-carers who have accessed the NDP Navigation service, maintaining monitoring records and testimonials and updating log sheets
4. Managing enquiries from parent-carers and professionals working with parents
5. Providing parent-carers with tailored information resources via email and Facebook including our parent-carer guide and factsheets and any other relevant Reaching Families services
6. Signposting parent-carers to other relevant external services
7. Monitoring posts on Reaching Families Facebook group and where relevant, follow up with signposting to appropriate Reaching Families Services and other relevant providers
8. Arranging community outreach visits with local partners including special schools, short break providers, parent support groups and other Reaching Families services
9. Managing bookings in the event of staff sickness or absence – for the NDP Navigation service
10. Providing other administrative support to the Outreach and Training Manager, Team Lead, Co-ordinators and ND Support Workers in executing their duties
11. To pursue a strategy of continual personal and professional development
12. To carry out other occasional duties commensurate with the role

## Person Specification

### Knowledge

- Understanding of the challenges experienced by parents and carers of children and young people with special educational needs and disabilities (SEND) (essential)
- Working knowledge of the local SEND community (desirable)

### Skills & Attributes

- Passionate about improving the life chances of children and young people with SEND and extended family (essential)
- A highly motivated self-starter with a flexible approach to working life (essential)
- Committed to professional and personal development and lifelong learning (essential)
- Ability to manage a diverse and demanding workload (essential)
- Ability to work remotely and as part of a team (essential)
- Excellent time management and organisational skills (essential)
- High level of IT literacy (essential)

### Experience

- Experience of carrying out administration in a small organisation/business preferably gained in the community and voluntary sector (essential)
- Experience of using MS Office including SharePoint and Microsoft Teams (essential)
- Experience of using Charitylog or other CRM databases (desirable)
- Experience of using Zoom and Eventbrite (desirable)
- Experience of providing information to disadvantaged people, preferably to parents and carers of children and young people with SEND (desirable)

### Education & Training

- A good all-round education including English and Maths GCSE's (essential)
- Other training relevant to the role (desirable)

### Other

- Standard DBS check and Safeguarding training (to be completed for successful applicants)
- Have the right to work in the UK

### Applications

Apply in writing including a CV and cover letter on no more than two sides of A4 of how you meet the requirements of the post and the person specification. **Please send to: [hannah@reachingfamilies.org.uk](mailto:hannah@reachingfamilies.org.uk)**

**Closing date for applications: 8<sup>th</sup> April 2025      Interview date: 30<sup>th</sup> April 2025**

Dove Lodge, 49 Beach Road, Littlehampton BN17 5JG

[www.reachingfamilies.org.uk](http://www.reachingfamilies.org.uk)

Registered Charity, No 1150906 Company Limited by Guarantee, No: 8261096