



Administration & Data Management Officer

Summary:	Providing a range of administrative duties in support of our ND Navigation Service and Outreach team including processing referrals, creating and maintaining records on our Charitylog database, collating data and generating monitoring reports and managing enquiries from parents.
Responsible to:	Outreach and Training Manager
Salary:	£24,000 pa FTE (actual salary £14,400 gross pa)
Working Hours:	21 hours per week (0.6 FTE based on a 35 hour week)
Contract:	Initial 2 years (with extension subject to further funding)
Location:	Home based (with occasional travel for meetings in West Sussex)
Other benefits:	Flexible working; 6.6 weeks holiday; pension scheme; travel expenses

Job Description & Person Specification

Key Tasks & Responsibilities

1. Processing referrals received into the ND Navigation service
2. Creating and updating service user records on Charitylog and Excel including data entry and uploading documents, etc.
3. Weekly collating of data from Charitylog and generating monthly monitoring reports on Excel to provide senior managers, partners and funders
4. Arranging community outreach events (ND Navigation Roadshow) with local partners including CDC's, Family Hubs, special schools, short break providers, parent support groups.
5. Managing enquiries from parent-carers and professionals working with parents
6. Managing bookings in the event of staff sickness or absence – for the ND Navigation service
7. Carrying out regular telephone surveys with parent-carers who have accessed the ND Navigation service, maintaining monitoring records and testimonials and updating log sheets
8. Monitoring posts on Reaching Families Facebook group and where relevant, follow up with signposting to appropriate Reaching Families Services and other relevant providers
9. Providing other administrative support to the Outreach and Training Manager, Team Lead, Co-ordinators and ND Support Workers in executing their duties
10. To pursue a strategy of continual personal and professional development
11. 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) (desirable)
- Working knowledge of the local SEND community (desirable)

Skills & Attributes

- A highly motivated self-starter with a flexible approach to working life (essential)
- Highly focussed, analytical and excellent attention to detail (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)
- Committed to professional and personal development and lifelong learning (essential)

Experience

- Experience of data management preferably gained in the voluntary and community sector or public sector (essential)
- Experience of carrying out administration preferably gained in the voluntary and community sector or public sector (essential)
- Experience of using MS Office including SharePoint, Excel and Microsoft Teams (essential)
- Experience of using Charitylog or other CRM databases (essential)
- 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

Please visit our website here: [Work with us](#) for an application form. **Completed application forms should be emailed to: Jobs@reachingfamilies.org.uk**

Deadline for applications: Monday 2nd March 2026

Interview dates: Wednesday 11th March 2026

Location: Dove Lodge, Littlehampton

We welcome applications from all members of the community and value diversity in the organisation. Please contact us if you require any reasonable adjustments to the recruitment process due to any disability or health requirements.

Dove Lodge, 49 Beach Road, Littlehampton BN17 5JG

www.reachingfamilies.org.uk

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