Benefits Team Administrator

Summary:	Providing a range of administrative duties in support of the Benefits Team including creating and maintaining records on our Charitylog database, managing enquiries from parents, sharing resources, signposting parents to other relevant services, etc.
Responsible to:	Operations Director
Salary:	£22,284 FTE plus holiday pay allowance (actual £7,624 gross pa)
Working Hours:	14 hours per week (term time only)
Contract:	15 months (extension subject to funding)
Location:	Home based (with occasional travel for meetings in West Sussex)
Other benefits:	Flexible working; additional holiday bonus; pension scheme; travel expenses

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Job Description & Person Specification

Key Tasks & Responsibilities

1. Managing enquiries from parent-carers (and professionals working with parents) including making bookings with our Benefits Advisors and Benefits Support Worker
2. Creating and updating service user records on Charitylog and Excel including writing up notes from advice sessions, uploading documents, etc.
3. Signposting parent-carers to other relevant internal and external services
4. Providing parent-carers with tailored information resources including our parent-carer guide Making Sense of It All, benefits factsheets and forthcoming benefits toolkit
5. Carrying out regular telephone surveys with parent-carers who have accessed the service, maintaining monitoring records and testimonials and generating activity reports from Charitylog
6. Arranging community outreach visits with local partners including special schools, short break providers, parent support groups and other Reaching Families services
7. Monitoring benefit related posts on Reaching Families Facebook group and where relevant following up with signposting to the Benefits Advice Service and other relevant providers
8. Sharing resources on benefits, grants and other financial resources via email and Facebook
9. Managing bookings in the event of staff sickness or absence
10. Providing other administrative support to the Benefits Team 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 challenges facing parents and carers of children with SEND (essential)
- Working knowledge of local SEND community (desirable)
- Working knowledge of Carers Allowance, Disability Living Allowance (DLA) and Personal Independence Payment (PIP) (desirable)

Skills & Attributes

- Passionate about improving the life chances of children with SEND and their parents/carers, and families (essential)
- A highly motivated self-starter with a flexible approach to working life (essential)
- Ability to work independently and manage a diverse and demanding workload (essential)
- Excellent time management and organisational skills (essential)
- High level of IT literacy (essential)
- Ability to work remotely and as part of a team (essential)

Experience

- Experience of carrying out administration in a small organisation/business preferably gained in the community and voluntary sector (essential)
- Experience of remote working (desirable)
- Experience of using Mail merges and CRM databases (desirable)
- Experience of using MS Office including Sharepoint (essential)
- Experience of using Zoom/Teams (desirable)

Education & Training

- A good all-round education including GCSE's or equivalent (essential)
- Any other training relevant to the role (desirable)

Other

- Standard DBS check and Safeguarding training (to be completed for successful applicant)
- 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 12th January 2026
Interview dates: Wednesday 21st and Thursday 22nd January 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.