



Unit 1B, 1 Hammond Road, Bedford, MK41 0UD
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Registered Charity No: 1100722

JOB DESCRIPTION FOR ADMIN & DATA OFFICER

Post Title:	Admin & Data Officer
Division:	Across the charity
Location:	Suite B1, 1 Hammond Road, Elms Farm, Bedford MK41 0UD but travel to various venues across Bedfordshire
Hours:	25 - 37.5 hours per week (flexible) Job share considered
Salary:	£18,956 – 24,604 Pro rata
Responsible to:	Senior Management
Internal Relationships:	All Teams
External Relationships:	Voluntary and statutory sector agencies, service providers

Job Summary:

The post holder will support the charity to deliver and develop services for autistic people and their families within the county of Bedfordshire. The post holder will also take the lead for data analysis and reporting across the charity. Excellent administration, I.T. and data entry/analysis skills are therefore very valuable for this post.

Specific Responsibilities: -

Administration

Provide administrative support for the Autism Bedfordshire's Children's Services provision for children and young people on the autistic spectrum.

This will involve but not be exclusive to:-

- Be the first response for incoming calls and emails (including helplines and those containing sensitive information). Recording information, provide initial information where suitable and pass to the relevant colleague as appropriate.
- Assist with the booking of activities, venues and transport.
- Update the family records and family information packs for each of our services.
- Liaise with the Membership Administrator to ensure that families accessing our services are members of Autism Bedfordshire.
- Process member paperwork for each of our services
- Liaise with the Finance department where necessary to ensure that correct payments have been made and received.
- Update the site files for each service, to ensure that we are adhering to Ofsted and Autism Bedfordshire's good practice guidelines.

- Take bookings and payments for events, training, services and donations provided by Autism Bedfordshire.

Data

Be responsible for data collection, inputting, and analysis for the purpose of monitoring and evaluating services and contributing to strategic development.

In order to do this, the post holder will need to:-

- Maintenance Salesforce database including inputting and extracting information
- Ensure attendance data is received and recorded on the monitoring spreadsheets.
- Undertake statistical analysis of the information in terms of numbers of people accessing our services whilst monitoring average attendances to ensure we are meeting attendance targets of funders.
- Keep records of helpline requests and undertake statistical analysis and reporting of the issues raised, trends in topics, time spent and location of callers to feedback to Senior Managers
- Gather and collate evaluation feedback from each service
- Provide monthly and quarterly performance reports for the Senior Manager
- Provide quarterly data reports for local authorities and other funders
- Process audit stakeholder consultation information, analyzing the responses and compiling summary reports
- Respond to requests for information from the funding team in order to support applications and reporting.
- Data collection, analysis and reporting for the Autism Bedfordshire training provision
- Ensuring that all information is accurate and presented in a timely fashion

Other requirements

- Use computer software packages for the above tasks including Access or other database systems, Excel, Word, Publisher, Powerpoint, Outlook and Adobe.
- Ensure the charity is maintaining high level Data protection procedures and observing the new GDPR guidelines and policies.
- Adhere to all Autism Bedfordshire Policies and Procedures
- Attend Autism Bedfordshire events as required

Variation:

The duties of the post may be subject to variation from time to time. However, changes will only be made in consultation with the post holder

Confidentiality and Data Protection:

All staff are required to respect the confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are required to adhere to the regulations regarding the Data Protection Act 1998.

Safeguarding:

Autism Bedfordshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults in its care. The Development Officer is often required to be the named officer for groups they are overseeing and attend relevant training. To ensure that this is achieved we expect all employees to share this commitment and staff working with these vulnerable groups will be recruited and selected in line with safer recruitment policies and practices including the completion of DBS check.

Equal opportunities and diversity:

Autism Bedfordshire is an equal opportunities employer. The aims of the equal opportunities policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, gender, sexual orientation, marital status, age, religion or any disability nor disadvantaged by conditions or requirements which cannot be shown to be justifiable.