



## Ashleigh Jones

Administrator

📍 Newcastle, Tyne and Wear

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### Background and experience:

I began working within Health and Social Care in 2008 as a Health club Assistant within a Neuro Rehabilitation Care Centre that supported adults with Acquired Brain Injuries. Within my role I was responsible for providing hands on support and advice for all customers whilst promoting their independence and wellbeing. I was responsible for ensuring the health club ran efficiently and consistently from a front of house position, delivering a high standard of customer service. I was fortunate to establish excellent professional working relationships with colleague's, internal residents, and external customers. During this time, I also managed my own time effectively to meet the business needs and was able to adapt my skill set to assist in other roles throughout the home such as Domestic Assistant, Kitchen Assistant and Administration Assistant.

In keeping with my front of house customer experience, in 2014 I was offered a position within the Care Home as an Administrative Assistant, here I was able to demonstrate the high standard of customer service skills I had established during my time as a health club assistant and found the opportunity to learn and expand within another area of the business. Administration is where I found my strengths and made the decision of making it a career. I was able to progress within this role to Administrator and became the main point of contact for residents, relatives, professionals, and colleagues. I worked closely with The Registered Home Manager and Business Manager and assisted with the everyday running of the home. I developed skills in auditing, staff rostering, timesheet monitoring and would oversee the onsite cash procedures such as residents personal allowance, petty cash and residents fund all in line with the requirements expected by governing bodies such as local authorities and CQC.

In 2019 I wished to further progress within the role of Administration within a Care home and was offered a position within a new organisation as the sole Administrator for that home. It was within this new organisation that I became more hands on and was able to use my skills from previous employment to my advantage and that of the company. I established a positive working relationship with The Registered Home Manager and Deputy Manager. My role included creating and maintaining Staff HR files, staff rostering, timesheet monitoring, assisting in the completion of payroll for head office, completion of weekly reports, preparing for monthly auditing, overseeing cash expenditure within the home such as residents' personal allowance, petty cash and residents fund, taking and screening calls and emails where required, preparing for inspection from governing bodies such as local authority and CQC.

I joined Education and Case Management Services in August 2022 as Office Administrator. I am responsible for creating and maintaining HR systems, ensuring staff HR information is up to date and accurate, assisting in payroll completion, assisting the Case Manager, Assistant Case Managers and Special Needs Education advisers with all general administration tasks.

I am a point of contact for all support workers and assist them with any HR inquiries as required by Governing Bodies that oversee the Regulated occupations. I am confident in completing all general administration tasks that maybe required to assist in the support of our clients. I can liaise well with relatives and professionals. I take pride in my work and strive to reach all targets and tasks set.

## Professional Qualifications and Memberships:

### **Whickham Comprehensive – 2007/08**

- GCSE - English Literature – Pass
- GCSE - English Language – Pass
- GCSE - Mathematics – Pass
- GCSE - Science – Pass
- GCSE - Health & Social Care – Pass
- BTEC - IT - Pass
- A-level – Health & Social Care - Pass

### **Gateshead College – Distance Learning - 2009/10**

- Customer Service – Level 2

### **Bishop Auckland College – Distance Learning - 2011/ 2012**

- Equality & Diversity – Level 2

### **NCFE – Distance Learning - 2021**

- Principles of Business Administration – Level 2