



Carly Tait

Senior Case Management Administrator

📍 Newcastle, Tyne and Wear

✉ carly.tait@ecmslimited.co.uk

📞 07572 130720



Background and experience:

I began my career in commercial administration in 2001. Over the intervening period, and up to the present, I have worked in a variety of administrative roles in which I have increased the nature and scope of my expertise and responsibilities.

I have in-depth experience and expertise in document planning, organisation, and construction; providing PowerPoint presentations; distributing tasks and actions amongst colleagues; and ensuring their accurate and timely completion. In addition, I have skills and experience in marketing and outreach work with a wide variety of commercial colleagues, firms, and organisations. I also have skills and experience in detailed travel planning and making all necessary travel bookings and arrangements.

In more recent years, I have acquired experience in maintaining key performance indicator records, commercial risk assessments, and invoice and account reconciliation systems. I have also developed skills, knowledge, and experience in general office management, arranging and supporting promotional events, and taking and distributing minutes and meeting notes.

Since 2019, I have worked with ECMS in the role of Senior Case Management Administrator. In this role, I have responsibility for the smooth running of the ECMS office. I manage the shared email inbox systems, deal with telephone enquiries, and receive and direct incoming calls from service users, family members, and colleagues.

I am responsible for the accurate formatting of formal documents and maintaining the ECMS document database. I have specific responsibilities for company VAT management and service provider invoice reconciliation. I also have lead responsibility for all aspects of equipment ordering and conference and event booking. In addition, I manage all document disclosure requests and internal colleagues' expense claims.

I supervise the ECMS Office Administrator and liaise with colleagues within both the ECMS Case Management Team and the Education Advisor Team.

Education:

Walker Technology College – 1998

- 11 GCSE s including English and Mathematics

Training and Courses Undertaken

- Key Skills Level 2 – Maths
- Key Skills Level 2 – English
- Microsoft Excel – Intermediate
- Microsoft Word – Intermediate
- Microsoft PowerPoint – Intermediate
- Creating Personal Impact
- Emotional Intelligence
- GDPR and Cyber Security Awareness
- Safeguarding of Vulnerable Adults
- Safeguarding of Children
- Age Discrimination