



Steph Gouldson

Administrator

📍 Gateshead, Tyne and Wear

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Background and experience:

I began my career in administration in the construction industry in 2008, whilst undertaking my NVQ Level 2 and 3 in Business and Administration. In this role, I undertook all aspects of administration, as well as covering reception, where I would answer incoming calls and greet guests. After gaining my NVQ, I progressed to logging materials and booking training for staff.

In 2014, I undertook the role of Administrator for the Facilities Department at a sports club. In this role, I ensured that all aspects of maintenance were logged and completed to a high standard to ensure the smooth running of the day. I liaised with contractors regarding machine maintenance and also supported disabled supporters who required parking when attending the club.

In 2021, I returned to the construction industry as an Administrator / Receptionist, where I was the first point of contact for customers in person and on the phone. As part of my role, I booked appointments for the Sales Representatives using their diaries, mapping out appointments to ensure their travel time was kept to a minimum. I ensured all information was logged correctly on the database and helped with a system upgrade to achieve the best outcome. I became adept at organising reports and laying out information clearly and concisely.

Since 2024, I have worked with ECMS in the role of Administrator. In this role, I undertake a wide range of administrative tasks, working with the Senior Case Management Administrator to ensure that all incoming emails to the shared system are managed correctly and incoming calls are answered and directed appropriately. I am responsible for transcribing notes, drafting and formatting documents, and maintaining the ECMS database. I have specific responsibilities in archiving client documents according to GDPR and company policies, and I assist with any document disclosures requested by solicitors.

I support Case Management meetings and pre-invoice information, and work across both the Education and Case Management departments to ensure that documents are produced and filed to company standard. I also support front-of-house communications with clients, families, and commissioners, greeting them on arrival and assisting with initial queries.

Professional Qualifications and Memberships:

Joseph Swan Specialist Technology College - 2001/2008

- GCSEs including English and Mathematics

Access Training (Apprenticeship) 2008/2010

- NVQ Level 2 – Business and Administration
- NVQ Level 3 – Business and Administration

Pitman Training - 2013/2015

- Executive PA Diploma
 - Business Document Production
 - Audio Transcription
 - Microsoft Package