



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 the reception where I would answer incoming calls and greet guests. After I gained my NVQ I progressed on to undertaking the logging of materials as well as 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 in regards to machine maintenance and I also interacted with disabled supporters that required parking when they attended matches.

In 2021 I moved back to the construction industry where I was the administrator / receptionist, I was the first point of contact for customers in person and on the phone. I booked appointments for the Sales Representatives using their diaries and mapping out the appointments to ensure that their travel time was kept to a minimum. I undertook the role of ensuring that all information was logged on the database correctly and helped with the upgrade of this system to get 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, where I undertake a wide range of administrative tasks, as well as working with the Senior Case Management Administrator to ensure that all incoming emails to the shared email system are managed correctly and answering incoming calls. I am responsible for the transcribing of notes, drafting / formatting of documents and maintaining the ECMS database. I have specific responsibilities in archiving client documents according to GDPR and company policies. I help out with any document disclosures required. I work across both Education and Case Management departments to ensure that documents are produced and filed to company standard. I support Case Management meetings and pre-invoice information. I also support the front of house communications with clients, families and commissioners, greeting them on arrival.

Professional Qualifications and Memberships:

Joseph Swan Specialist Technology College - 2001/2008

- GCSE - ICT
- GCSE - English
- GCSE - English Literature
- GCSE - Mathematics
- GCSE - Science
- A-Level – English Literature

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