

JOB ADVERT

Operational Administrator



Do you have experience working as an Administrator in a busy office environment.

Are you interested in joining our team of motivated, skilled staff at EAST LONDON CARE and SUPPORT. We are a framework provider in Newham, providing Domiciliary Care, Day Services and Children's Holiday Activity Clubs to the residents of Newham and neighbouring boroughs. We are based in the heart of Newham, in Plaistow, with excellent transport links.

If you are well organised, dynamic, proactive and compassionate with the ability to thrive in a challenging environment, then we would like to hear from you!

We are seeking to appoint a full-time Operational Administrator to join our team. You will be office based and provide support to Care Coordinators and Management.

You will be responsible for supporting the smooth running of the Operations office, working closely with Care Coordinators and Operational Managers, ensuring telephone calls and emails are answered and logs updated, client records are accurate and kept up to date and complete administrative tasks as directed.

The ideal candidate will;

- Live in London Borough of Newham or bordering boroughs
- Possess excellent English verbal and written communication and understanding skills.
- Speaking and understanding Hindi will be advantageous, other languages beneficial, but not essential
- Have excellent IT skills, the ability to use a variety of systems.
- Have knowledge of Safeguarding, Care legislations and CQC standards.
- Maintain confidentiality and understand Data Protection and GDPR.
- Be available for emergency out-of-hours duty cover.
- Conduct yourself in a professional manner, champion **Positive Workplace Culture and Equality, Diversity and Inclusion**, leading by example through your words and actions.
- Be compassionate, empathetic,
- Have experience of working in a busy office environment
- Take direction but also be able to work with little supervision.

ELCAS will offer you;

- Competitive pay rate £15.00 per hour
- Company Pension
- 28-day holiday allowance
- Free Employee Assistance Program, confidential 24hr support for you and your family
- Supportive positive workplace culture
- Training and development opportunities

Please note: This role is subject to safer recruitment processes and an enhanced DBS check.

How to Apply;

Send your **CV** and **application**, outlining how you meet the criteria in the accompanying Job Specification, must be emailed to Jobs@EastLondonCareandSupport.com, with a subject header:

Application Operational Admin

Closing date: 22nd March 2026 (though candidates could be interviewed earlier)

Please note: Applications received without both **CV** and **application document** outlining how you meet the Job Specification criteria, will fail our shortlisting process, and will not be considered further.