

Here's What You Told Us...

Linda Pilgrim

Autism Administrative Support Officer, National Autism Team

Hello, my name is Linda Pilgrim and I am the Administrative Support Officer with the National Autism Team based at WLGA in Cardiff.

My role is to support the Team by co-ordinating venues for various meeting, events and conferences that we hold around Wales and more recently booking virtual Meetings. I arrange hotel accommodation and car hire for the team, raise purchase orders, and pay invoices along with my many other administrative duties.

One of these duties includes answering telephone calls and signposting them to the most appropriate person of service within their area, and the individuals are always extremely grateful. I also maintain the Team mailbox and when an email comes into the inbox with an enquiry or problem I decide who would be the most appropriate person in the team is to deal with the query.

We also have alot of requests for our various resources (ie our Can You See Me information packs, guides, school Learning with Autism packs, etc) which I arrange courier or postage of.

One of my key tasks within the team, is processing all the Learning with Autism scheme applications for their whole setting/school award, which I enjoy, and I am very proud of. There are three schemes on our website, one for Early Years, another for Primary and finally Secondary Schools.

When a setting/school submits an application I run various database reports to check that the staff and children have all completed their relevant schemes. This process is not always straight forward and can involve many emails and conversations explaining the process.

However, it is very rewarding when a setting/school achieve their Learning with Autism certificate and they are always extremely grateful for my support and I regularly receive emails thanking me which makes this part of my job so rewarding.