

## Administrator

Salary: Negotiable  
 Contracted Hours: 37 ½

### Person Specification

AREA	PREFERABLE / ESSENTIAL
<b>Experience</b>	
Previous experience of working in the accounting/ financial sector preferable	Preferable
Inputting and manipulating data in databases	Essential
Credit control, invoicing, payments, Direct Debit processing	Preferable
<b>Knowledge</b>	
High level of competence in using Microsoft Word, Excel and Outlook	Essential
Knowledge of IRIS Accountancy Suite	Preferable
Knowledge of Company Law/ Company Secretarial duties	Preferable
High level of competence in using a computer and other associated technology	Essential
<b>Key Skills</b>	
Confident in answering phones and making calls to clients and other agencies	Essential
Multi-tasking	Essential
Attention to detail	Essential
Can assess and prioritise important tasks, without losing sight of others	Essential
High level of English, including spelling, grammar, proof reading	Essential
Friendly, polite manner	Essential
Conscientious working ethos	Essential
Able to carry out tasks independently, without direct supervision	Essential
Keen to contribute to the progression of the business	Essential
Will take the initiative to identify tasks to be done	Essential
Can work to deadlines	Essential

## **Job Description**

To assist the admin team with:

- Answering phones and handling simple enquiries/ transfer calls.
- Reviewing exiting clients and carry out disengagement tasks to include disengagement letters and deletion/archiving of client information.
- Raising invoices.
- Carrying out and have an overview of client on-boarding tasks, to include collecting and inputting data into our databases and systems, producing and sending out engagement documents, registering clients for taxes as necessary.
- Formation of corporate bodies such as Limited Companies, and production of associated statutory documents.
- Taking and processing debit/credit card payments.
- Responding to simple client queries via email/ phone and directing more complex queries accordingly.
- Carrying out Company Secretarial tasks, to include production and filing of statutory documents based on instructions from the Partners/ Accounts Manager/ Tax Manager.
- Supporting Practice Secretary with sending out Accounts and associated documents to clients and filing Accounts with Companies House.
- Direct Debit payments monitoring, submissions and sign up's. Review and adjust Direct Debit payments.
- Improving current and Introducing new systems to help increase the efficiency of the practice.
- Archiving duties when needed.

Taking the lead on:

- Submitting and monitor claims under our HMRC enquiry fee protection policy to our insurer.
- Maintaining records of fixed fees for clients. Track quotations, create and send quotation and agreement documents.
- Supporting compliance officer/s by providing admin support for Anti-Money Laundering, GDPR, Health and Safety etc.
- Communicating with government departments, via email and phone, to resolve queries/ issues in relation to admin tasks.

Any other tasks as directed by Admin Manager or other colleagues as appropriate.

## **What we can offer you**

- Flexible working hours, where staff cover allows
- Opportunities for overtime
- Working within a supportive and friendly team
- On-site staff parking
- Staff socials
- Extended holiday allowance over the Christmas period
- Relaxed working atmosphere