



Office Administrator Job Description

Company:	Love Management Accounts
Job Title:	Office Administrator
Reports to:	Director
Date prepared:	16 December 2019

Position summary:

To support the Directors and the accounts team in administration duties that serve the needs of the office and the business.

Key Responsibilities

Administration Tasks

- Collect and open the post every day, highlighting anything urgent to the Directors
- Answering calls in a polite and professional manner, delegating to the team as appropriate and fielding calls for the directors
- Meeting and greeting visitors and preparing the meeting room
- Taking minutes in meetings as appropriate
- Maintaining the filing system and improving or creating new processes for efficiency
- Manage suppliers for the office and ensure all equipment is fit for purpose and in good working order
- Placing orders with suppliers and other ad hoc purchases for the business
- Ensuring the kitchen, stationary and first aid kit are kept stocked
- Supporting Finance processes such as sending and chasing invoices
- Maintain the client database in Accountancy Manager; including onboarding new clients and updating client's profile
- Support the team on Xero with any client activities as appropriate
- Producing reports in excel for the Directors as required
- Assisting with ad hoc tasks and projects within the business as reasonably requested by the Directors

Assisting the Directors

- Manage the Directors' diary and forward planning to ensure a balance of meetings and work activity
- Be the first point of contact for clients and liaise with prospective, new and existing clients to request documentation and accounting information



- Carry out research for projects such as marketing or client feedback
- Have regular meetings with the Directors to manage workload and priorities
- Carry out any tasks and projects within the business as reasonably requested by the Directors

Qualifications, Experience and Competencies

Qualifications and Experience

- Previous experience in an administrative role, ideally within the accounts sector
- Full UK driving licence (for occasional errands)
- Intermediate experience with Microsoft 365
- Active interest in Accountancy and the industry

Core Competencies

- Excellent command of English both written and verbal
- High standard of planning, organisational and communication skills
- Work efficiently and enjoy problem-solving
- Attention to detail and tact, discretion and respect for confidentiality
- Confidence to build relationships with the team and clients
- Ability to manage workload and establish priorities
- Communicate clearly and in a timely manner with the Directors and the team
- Aptitude with numbers and presenting number information in Excel
- Help and support other members of the team when appropriate
- Self-motivated, proactive and keen to develop new ways of working
- Able to liaise with people of all levels in a polite and professional manner

Hours of work:

15 to 20 hours per week between Monday and Friday, working pattern to be agreed.

Organisation information:

We are a chartered Accountancy firm, who help you navigate your financial journey. Whatever stage your business is at and whatever your goals for its future, we can help make sure you succeed by keeping you in full control of the money you spend and make.

Read and agreed to by:

Signed:

Name:

Date: