

## Accounts Assistant (Apprentice) - Support Staff

**Reporting to:** Company Accountant

### Purpose of the role

The main purpose of the role is to provide comprehensive administrative support to the Company Accountant on a day to day basis and to support the delivery of an excellent service to clients of the firm.

### Key Accountabilities

- Uploading and processing of commission statements to the company's in house software (Intelliflo)
- Contacting providers via telephone and email in relation to income
- Matching income to policies using the in house software
- Identifying income discrepancies and working through exception reports using initiative to resolve issues
- Assisting in preparation of MI Reports
- Designing and formatting spreadsheets to enable collation, monitoring and analysis of data
- Assist with Month End cut off and preparation of Management Accounts
- Uploading and processing of Purchase Invoices to the company's accounts software (Xero)
- Preparation of monthly supplier payment list and arranging payments, via online banking, once authorised
- Maintaining and balancing petty cash
- Answering incoming calls, taking initiative to deal with client and provider enquiries and taking/passing on messages via email in line with company procedures;
- Maintaining and updating client and provider databases;
- Work with Financial Planners, Paraplanners, Administrators and Directors on other projects, from time to time as required;
- Maintaining a diary/reminder system for chasing outstanding information and tasks;
- Maintaining the professionalism of the firm at all times and acting accordingly in all dealings with colleagues, clients, providers and visitors;
- To complete all filing and scanning of documents and correspondence in line with company procedures;
- To assist with outgoing/incoming post, ensuring all post is opened, date stamped and distributed to the correct person;

### Additional accountabilities as required by the needs of the business (e.g. to cover holidays and sickness)

- Other duties as directed by the Directors and/or management team

### Skills, Traits and Competencies (the specific skills, traits and competencies necessary to be successful in this role)

- Professional and confident telephone manner
- Good organisational, data management, recording and analysis skills
- Good written and verbal communication skills
- Accurate with a good eye for detail
- Ability to resolve problems quickly and efficiently
- Proficient in the use of Microsoft Excel
- Good knowledge of IT systems used to perform the role and quick to develop new IT skills
- Discreet
- Good awareness of Data Protection legislation and risks
- Excellent time management and prioritisation skills
- Energetic, enthusiastic and a positive influence on others

*(Continued overleaf)*

- Good team-worker
- Takes personal responsibility for consistently delivering high quality work
- Good understanding and adherence to agreed operational processes
- Able to use own initiative to complete tasks independently
- Open and honest with colleagues, managers and Directors
- Good attendance and timekeeping
- Professional and business-like
- Productive, efficient and effective
- Ability to work under pressure

#### How performance will be measured

- Observation
- Data quality and accuracy
- Feedback from colleagues, managers and Directors
- Feedback from the Apprenticeship Training Provider
- Feedback from Clients and Professional Partners
- Test results
- Examination progress