

Job Description

Name:	
Job Title:	Accounts Administration Assistant
Department:	All Departments
Line Manager:	Wendy Anderson
Line Management Responsibilities:	None

Aims and purpose of the job:

To assist and work as part of a team to aid the efficient running of the Accounts department on a day to day basis, ensuring adherence to policies and procedures whilst delivering an exceptional level of customer service to clients and internal staff members.

Generic Role Duties to include:

Billing	
1.	Assist with the billing for the department including sending out fees to clients in a timely manner and ensuring the services provided by the firm's teams are effectively priced and profitable.
General	
2.	Ensure the smooth onboarding and offboarding of clients.
3.	Produce letters, invoices, forms and documents within agreed timescales.
4.	Collate information accurately from clients and providers via telephone, accounts tracker, email, and other sources as appropriate. To identify any further information required in a timely manner, ensuring that client documents are directed to the correct personnel and that client documents for signature are returned.
5.	Liaise with previous agents and all external/internal stakeholders to ensure a smooth transference of client information between relevant parties.
6.	Manage the accurate recording of information in the back-office systems, including manual and electronic records, ensuring that all records are stored and processed securely and confidentially in full compliance with GDPR legislation and statutory requirements.
7.	To perform routine admin tasks for all departments, particularly the accounts teams.
HMRC	
8.	Responsible for maintaining and updating the client database with HM Revenue and Customs including communicating with HMRC on behalf of clients as requested either by phone, webchat or letter and proactively progressing through the complaints process as necessary.
Efficiency	
9.	To always look for ways to improve and develop the department and back-office systems and the client experience.
Professionalism	
10.	Deal with all communications in a timely manner and ensure they are of a high professional standard and using David Allen brand guidelines and templates.
11.	Look after clients in a friendly and professional manner, acting as ambassador for the team when required.

David Allen

Central duties

12.	To represent the business when required to ensure positive links, relations and networks.
13.	To show a commitment to diversity, equal opportunities and anti-discriminatory practices.
14.	To undertake personal development necessary to ensure effective performance in the role.
15.	To participate in relevant and appropriate training and development as required.
16.	To demonstrate the David Allen values of ambition, professionalism, knowledge, integrity, and respect in the work you do and during your appointment.

Method of working

The David Allen Group expects all staff to work effectively, both as individuals and as part of a team, delivering high quality services and support to clients and staff. In doing so, the company expects all staff to display all of the core competencies as defined in the performance and development appraisal arrangements and to conduct themselves in a manner which befits their professional status and responsibilities.

Public relations

Considerable importance is attached to the role the business plays in its various communities. It therefore follows that all staff are expected to work to maintain and develop these relationships at every opportunity by positively promoting the work of the business and the role it can play in supporting the aims of its stakeholders.

This job description is a guide to the work the post holder will be required to undertake. In consultation with the post holder, it may be amended from time to time by the line manager to meet changing circumstances or business needs. Specific targets and objectives will be agreed with the post holder and will be reviewed regularly as part of the performance management arrangements.