



Job Title: Office Administrator

The Role

The Administrator provides administrative support to the Accounts Team and wider practice, helping to ensure client work is processed efficiently, accurately and on time. Working closely with the Practice Manager, Administration Manager, Senior Administrator and Accounts Team, the role supports the smooth day-to-day running of the practice by undertaking a wide range of administrative and client service duties.

This role is for someone who is highly organised, enjoys working in a fast-paced environment, and takes pride in delivering excellent customer service while maintaining accuracy and attention to detail.

Key Responsibilities

General Administration

- Provide administrative support to the Accounts Team and wider practice.
- Assist with the preparation and processing of client documentation.
- Carry out general administrative duties including opening post, scanning, filing, printing and document management.
- Ensure all work is completed accurately and in line with internal procedures.
- Maintain a high level of attention to detail in all aspects of the role.

Client Support

- Act as a professional and friendly first point of contact for clients, both by telephone and email.
- Respond to general client enquiries or direct them to the appropriate team member.
- Support the client onboarding process by preparing documentation and gathering information.
- Assist with client engagement letters and other routine correspondence.

Accounts Administration

- Prepare and issue documents for electronic signature.
- Assist with requesting information from clients.
- Upload and download information from client portals.
- Support the Accounts Team with the administration of annual accounts, tax returns and other client work.
- Ensure client records are kept accurate and up to date.

HMRC & Companies House Support

- Assist with HMRC authorisations and correspondence.



- Support routine Companies House administration, including:
 - Company incorporations
 - Confirmation statements
 - Director and PSC updates
 - General Companies House filings
- Escalate more complex matters to senior team members where appropriate.

Systems & Workflow

- Monitor allocated workflow tasks and ensure work progresses in a timely manner.
- Update practice management systems with accurate client information.
- Ensure administrative records remain complete and current.
- Support continuous improvement of administrative processes.

Office Support

- Answer incoming telephone calls professionally and direct calls appropriately.
- Welcome clients and visitors to the office.
- Assist with meeting room preparation where required.
- Maintain office stationery and supplies.
- Support the organisation of internal meetings and events.
- Provide cover for other members of the administration team during periods of absence.

Compliance & Confidentiality

- Assist with Anti-Money Laundering (AML) administration, including new client documentation and identity checks.
- Maintain confidentiality in all aspects of client and business information.
- Ensure all work complies with internal policies and regulatory requirements.

Key Skills & Experience

- Excellent organisational and administrative skills.
- Strong attention to detail and accuracy.
- Good written and verbal communication skills.
- Friendly, professional and confident telephone manner.
- Ability to prioritise workload and manage multiple tasks.
- Competent in Microsoft Office, including Outlook, Word and Excel.
- Willingness to learn new systems and processes.
- Previous administration experience is desirable, ideally within an accountancy or professional services environment, although full training will be provided.

In addition to your main duties, you may be required to carry out such other tasks and responsibilities as the Company may reasonably require from time to time, appropriate to your role and skills.