

**Vacancy: Client Service Co-Ordinator**  
**Heelan Associates Ltd**



***Do you want to:***

Work with professional, enthusiastic and highly motivated people,  
Providing a professional yet personal service,  
In a rapidly growing business,  
Helping small businesses thrive?  
Then this role is for you.

As part of a team of 12 providing accountancy and business services, you will be in a crucial role in the 'engine room' of our services. You will be client service focused; a role revolving around ensuring the highest customer service level is maintained to our clients, whilst supporting the team with administration systems. In this job, attention to detail and the desire to help the team is what you need to bring, we will teach you the rest.

***What will you do? (not exhaustive!)***

Contact with clients on a daily basis.

Phone ringing? You will pick it up and direct the call.

Client at the door? You will meet them and see if they want a coffee.

Responsibility for our client onboarding system.

New client just signed up? You are now their initial contact and will manage them through the early days of their journey with us, managing this with other members of the team.

New business needs registering with HMRC? You will do this online.

Personal assistant services to the Directors.

Hotel needs booking? That's you.

Meeting needs arranging? Also you.

Emails needing filing specifically in the virtual cabinets? Very much you.

Record keeping for each client via our virtual, paperless office system.

Accounts and reports need filing? You will file in the virtual cabinet using our system.

Team member in a busy period and virtual in-tray overflowing? You will step in and help.

General administration based tasks.

A client has dropped paperwork in? You will manage the system to make sure their work gets to the right place.

Clients paperwork finished with? You will manage the system that makes sure it gets back to them.

***What will you need?***

A real desire to help the team and understand this is your primary goal.

Good standard of verbal and written English.

Good standard of IT skills (Excel, Word etc.).

Enthusiastic and well presented.

A desire for detail/accuracy.

The ability to react positively to changing priorities

***What do we offer?***

You will be part of a growing and stable business, with a team of highly enthusiastic people.

You will be working for a business that has a flexible approach to work (we have 10 workings parents in the team...).

You will get the standard holiday entitlement, along with additional time at Christmas while we close for a few days.

We have been known to get the odd lunch round in....

*Place of work:*

Currently Denmead, but we will be re-locating later in the year 5 minutes up the road to Waterlooville.

*Hours:*

16 hours over 3 days Monday – Friday. Ideally Mon/Wed/Fri but flexible for the right candidate. Flexible start/finish.

*Rate of pay:* £15,470 per annum, paid pro rata for 16 hours (£589.33 per month)

*Start date:* As soon as practical for a successful candidate.

*Contact Details:*

**If you feel this role is for you, please contact us via email or at the above address with a letter/email outlining why you feel you would good for the job, and a little information about you. Please do not send *just* your CV. If you have any questions in advance on the role, please don't hesitate to call.**

Mrs Samantha Heelan (HR Manager)

Email: [samantha@heelanassociates.co.uk](mailto:samantha@heelanassociates.co.uk) or [info@heelanassociates.co.uk](mailto:info@heelanassociates.co.uk)

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**Initial round of applications finish Friday 15<sup>th</sup> of June.**