JOB DESCRIPTION

BUSINESS ADVISOR (ACCOUNTS)

Responsible to: Operations Director

Direct Reports: Account team members

Job Purpose: To ensure that client affairs are dealt with promptly and to a consistently high standard and that deadlines are met.

To assist Directors and Associate Directors so that clients are delighted with the service they receive from HWB.

To lead by example and to demonstrate solid leadership skills by contributing to the day to day training of staff and by providing the appropriate coaching opportunities needed to develop the senior below to reach the next level.

Key Responsibilities, accountability and duties

Description of Responsibilities:

- Maintaining good client relationships
- Communicating with clients, potential clients and all other third parties in a professional manner at all times
- Managing a portfolio of clients in all respects (accounting, corporation tax, P11d's, payroll, personal tax, company secretarial). Taking ownership of the client (and not upward delegating)
- Controlling of accounts preparation work for clients assigned to you to ensure all deadlines are met
- Keeping up to date with all accounting changes by professional reading, research and training courses
- Taking responsibility for the quality of work produced on assignments for which you are the Business Adviser. Ensuring clients receive the expected (and where possible exceeded) level of service
- Maintaining the agreed service quality of the department
- Meeting or exceeding agreed deadlines
- Optimising billing of the accounts assignments
- Identifying specific cross-selling opportunities and monitor and progress these with clients
- Proactively offering assistance to Directors and Associate Directors
- Attending prospect meetings, and new client meetings

Additional Management Responsibilities

- Dealing with any management/administrative duties as assigned by the Operations Director e.g Work Programme, outsourcing procedures, engagement letter process etc.

Leadership, Development and Training:

- Effective management of assigned employees by ensuring workload is planned, managed and delivered against expectations and deadlines
- Day to day management of assigned employees, including managing any sickness, expenses sign off, holiday request approval
- Identify the business case for when overtime is required to complete work to deadlines and obtain approval from the Operations Director
- Effective induction of assigned new personnel, ensuring individuals are behaving and developing in line with Company expectations. Coach and assess training needs as appropriate
- Complete constructive performance reviews for assigned employees in accordance with company procedures including annual, interim and assignment appraisals
- Motivate, guide and support direct reports and trainees working on your jobs; address and seek to resolve any queries in a timely and fair manner
- Ensure all stakeholders are kept updated and issues are identified early on, solutions developed and implemented with minimal direction
- Responsibility for coaching, mentoring and developing direct reports and overseeing trainees working on your jobs. Ensure timely feedback is provided and review points discussed
- Delegate responsibly, identifying and agreeing tasks and deadlines and provide constructive performance feedback in a timely manner

Accounting, corporate tax and company secretarial work:

- Planning, Reviewing and Finalising of Accounts Preparation assignments including preparation, approval and monitoring of budgets, booking of appropriate staff, review of juniors/seniors work, presentation of files to director for review in accordance with agreed timetable, attending client meetings and finalisation of financial statements and corporation tax returns
- Ensuring that accounts adjustments are agreed with the client and thereafter processed through the clients accounting system so that reserves agree to the approved financial statements
- Reviewing final accounts for compliance with accounting standards (FRS 102/FRS105) and Companies Act
- Identify all corporation tax reviews required to be undertaken by tax department
- Reviewing corporate tax computations, not being reviewed by the tax department, for accuracy and compliance with legislation
- Considering and recommending to the Directors/Associate Directors ways to reduce client tax liabilities

- Ensuring that all aspects of company secretarial duties on behalf of clients are completed by deadlines. Ensuring that changes in details of shareholdings, directorships etc. are reflected in financial statements, statutory books and at Companies House

Supervising client portfolio

- Understanding the business of each client assigned to you and their plans for the future
- Assisting to reduce lock up (WIP and debtors)
- Preparing bills throughout the month, including producing billing decisions, advising or discussing with the Directors/Associate Directors the write off value, producing letter and bill
- Reviewing WIP and identifying billing opportunities at the earliest date

Department Processes and Procedures

- Ensure Iris job profiles are updated and maintained at all times
- Ensure all departments and the firm's processes and procedures are followed at all times
- Contribute towards improvements to processes and procedures to improve efficiencies

Communication

- Regularly communicating/updating Directors and Associate Directors on progress of work
- Responding to client and internal emails and telephone calls promptly
- Being clear on what is required and by when to help prioritise work
- Resolving client complaints and queries to the satisfaction of the client and Director/Associate Director (within 3 days)
- Writing letters and emails to clients (or on behalf of the Director/Associate Director for approval by them)
- Liaising with tax and payroll department colleagues to ensure there is clear communication to them of client matters that affect their service e.g. dividends, P11d's, salary, change of address, etc.
- Updating intranet with information to enable others to use it e.g. standard letters, library (improve efficiency and comply with Practice Assurance requirements)

New clients and selling services:

- Contributing to and encouraging senior staff to contribute to HWB's initiatives for developing new business
- Identifying opportunities to win new clients or cross sell
- Understanding all HWB services and cross selling to existing clients.
- Assisting with the preparation of fee quotations
- Attending new client meetings with Director/Associate Director when required
- Preparing budgets and quotations for new work
- Obtaining Money Laundering information
- Preparing engagement letters and client set up forms for IRIS