



## JOB DESCRIPTION

Role : Account Manager  
Team : VFO – Managed Accounting Service

Reporting to : Manager, VFO

### Overview of role

Account Managers are responsible for the delivery of an outsourced accounting and back office service to our varied client base.

### Nature of work

The VFO – Managed Accounting Service Department provides a full ‘back office’ facility to client companies and organisations, including bookkeeping, management reporting, credit control and general business support. VFO Account Managers will be responsible for delivering the service to a portfolio of clients under the direction of the Manager of VFO.

### Main responsibilities and duties

#### Technical

1. Ability to work with clients in understanding their accounting and reporting requirements.
2. Ensuring timely completion of all aspects of accounts preparation and management reporting for clients.
3. General book keeping and financial reporting skills.
4. High level of IT literacy (accounting packages & Excel in particular).

#### Managerial

1. Effective time management and prioritisation of work to meet client deadlines and respond quickly to clients changing needs.
2. Supervision of junior staff involved in processing client information.
3. Works towards achieving the firms’ strategy and future direction.
4. Self disciplined with a ‘can do’ attitude.

#### Commercial

1. Maintains a professional, competent image to internal/external clients, whether face to face or over the telephone.
2. Understands the pressures and demands of a commercial environment.
3. Is aware of all services that PEM offers and looks for opportunities to sell additional services to existing clients and for potential leads for new clients, and highlight these to management.
4. Positively promotes PEM and all its services at suitable opportunities and events.

#### Team work

1. Works in a flexible and supportive manner, by undertaking mundane as well as challenging tasks.
2. Leads and manages by example and has a friendly and approachable style.
3. Works together with others to achieve departmental goals.
4. Identifies problems and works to resolve them.

#### Specific or general comments

AAT/ACCA qualified or qualified by experience. Strong Sage/Excel/ Xero experience essential.

