

JOB DESCRIPTION

Role: Manager
Team: VFO

Reporting to: Director / Partner

Overview of role

Leading and developing the Virtual Finance Office (VFO), managing a small team, and ensuring a high level of service to our varied client base.

Nature of work

The VFO department provides a full 'back office' facility to client companies and organisations, including bookkeeping, management reporting, credit control, VAT returns and general business support. The manager will work closely with the director and partners to promote and develop the department to both new and existing clients of PEM.

Main responsibilities and duties

Technical

1. Ability and confidence to develop and 'sell' the service to new and existing client base.
2. Ability to work with clients in designing bespoke management reporting systems.
3. Ensuring timely completion of all aspects of accounts preparation and management reporting for clients.
4. General bookkeeping and financial reporting skills.
5. High level of IT literacy (accounting packages in particular).

Managerial

1. Effective time management and prioritisation of work across the team to meet client deadlines and respond quickly to clients changing needs, whilst taking ownership and responsibility for allocating workload.
2. Motivates and appraises small team.
3. Helps develop other team members by sharing accounting knowledge
4. Works towards achieving the firms' strategy and future direction.
5. Self-disciplined with a 'can do' attitude.

Commercial

1. Maintains a professional, competent image to internal/external clients at all times.
2. Understands the pressures and demands of a commercial environment, ensuring client fees are maintained at an appropriate level.
3. Embraces technology and uses to maximum effect to improve productivity and client service
4. 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.
5. Positively promotes PEM and all its services at suitable opportunities and events.

Teamwork

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. Shares knowledge with other team members and supports their onward development
5. Identifies problems and works to resolve them.

Specific or general comments

A passion for delivering excellent customer service is key to the success of this role. The right candidates will be customer focused, confident with a 'can-do' and helpful attitude. You will enjoy client interaction and sharing your accounting knowledge with the rest of the team.

A good understanding of the requirements of a commercial accounts department is key, knowing the type of financial information that an organisation requires. You will be fully qualified, understand the pressures of good portfolio management and ideally have experience straddling both practice and industry.

(ACA/ACCA/CIMA)

Prepared by : TM

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