

## Job description

**Job title: Administrator/Receptionist**  
**Location: Milton, Cambridgeshire**  
**Department: Support Services**  
**Line manager job title: Office Manager**

PEM is the largest firm of accountants, tax and business advisers in Cambridge, with a long-standing reputation for delivering friendly, flexible and expert support to clients across a wide range of sectors.

This is an excellent opportunity to join our team in a varied Administrator/Receptionist role, providing efficient and professional support across all PEM service lines. Working collaboratively as part of the team, you will help ensure a consistently high level of service for both clients and colleagues.

The role is based at our Milton office, with occasional travel to our Station Road, Cambridge office. The working hours are Monday to Friday, 8am to 5pm, with 1 hour for lunch, and part-time working, for example a Friday off, would be considered for the right candidate. This is an office-based role requiring in-person attendance.

### What will you be doing day to day?

- Providing holiday/sick cover for all administrators and during busy periods – this will be mainly onboarding new clients, anti-money laundering searches (AML) and annual KYC.
- Ensure all new clients and matters comply with the firm's Anti-Money Laundering (AML) and Client Due Diligence (CDD) policies and procedures.
- Conduct Anti-Money Laundering (AML), Know your Client (KYC) and compliance checks.
- Obtain, review and document CDD evidence.
- Develop and maintain knowledge of control documents, policies, procedures and processes.
- Providing administration support to the Payroll Department.
- Reception duties include ensuring supplies are always readily stocked up and ordered accordingly, managing deliveries, visitors, meeting rooms, dealing with in/out post etc.
- Supporting the Office Manager with Facilities issues.

**PEM**  
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1875 Accounting Limited t/a PEM.  
A full list of Partners can be found on our website.

Company Registered Number: 17014349  
Registered Office Address: Salisbury House, Station Road, Cambridge, United Kingdom, CB1 2LA  
Country of Registration: England

Regulated for a range of accounting and investment business activities in the UK by the Institute of Chartered Accountants in England and Wales. PEM Insolvency Practitioners are licensed to act in the UK by the Insolvency Practitioners Association and when acting as receiver or administrator contract without personal liability.



### What are we looking for?

- Excellent knowledge of Microsoft Office.
- Highly computer literate and able to use case management systems efficiently.
- Excellent attention to detail.
- Good communication skills.
- Curious and can-do attitude.
- Team player.
- Strong organisation and ability to manage multiple priorities.
- A good understanding of Anti Money Laundering, gained within accountancy, law or estate agency, would be an advantage.
- Experience using Fibre CRM would also be advantageous, although this is not essential as full training will be provided.