



Recruitment Pack: Office Administrator

The Firm

Godfrey Wilson is an award-winning charity-specialist accountancy practice in Bristol. Having built a reputation as a leading provider of audit and accountancy services to small and medium-sized charities, we now work with over 200 charities in Bristol and nationally. We also work with commercial clients from a wide variety of industries and sectors.

We have developed a reputation for our fresh, down-to-earth approach and our ability to make the principles of good financial management easy to understand and implement.

We are a close-knit, people-focused firm. We recognise that our success is due to the skills and professionalism of our team. Our staff are driven to provide the highest levels of customer service and are committed to delivering quality and excellence.

We have strong ethical and environmental credentials, with policies on charitable giving, recycling, fair trade, sustainable transport and green energy.

Staff

We are a small but growing firm. The firm has two partners, Alison Godfrey and Rob Wilson, and 20 staff. The firm is split into two teams: the audit team (11 staff) and the accounts/payroll team (5 staff). The technical teams are supported by 2 office administrators. We are committed to staff training and development. Most of our staff are enrolled in courses of study or professional qualifications (AAT, ACA, ACCA, CIPD, CIPP), and career progression opportunities are strong as we are growing and have a track record of internal promotions.

Vision

It is our vision to expand the business over the coming years, take on a larger team of staff, and further develop our reputation as a leading firm providing charity-specialist accountancy services. We have just taken on additional office space within our existing building and are currently recruiting for a number of posts to underpin our expansion.

The Role

This is a maternity cover position but with a strong possibility of converting to a permanent role due to growth of the firm.

The Office Administrators are responsible for ensuring the smooth running of the practice by supporting staff with admin tasks, providing a professional and efficient point of contact for clients, and ensuring the office environment is clean, safe and suitably equipped.

Duties may include:

- Answering the phones;
- Meeting and greeting clients at the office (subject to Covid restrictions);
- Handling incoming and outgoing post and maintaining a post log;
- Handling e-signing of documents via Adobe Sign;
- Handling submission of accounts to Companies House;
- Company secretarial tasks for clients, e.g. filing confirmation statements and annual returns;
- Handling client onboarding, including setting up client files, client ID checks, and issuing engagement letters;
- Banking cheques;
- Managing and ordering office stationery, equipment and general supplies;
- Managing office recycling and liaising with the contract cleaner;
- Nominated fire marshal and first aider;
- Secretarial and administrative support to all staff (typing letters, document editing, proof-reading, printing documents, filing, booking travel and accommodation);
- Assisting with HR administration, including recruitment admin, new staff onboarding and inductions;
- Maintaining the client database;
- Managing the receipt and return of client books and records.

Person Specification

- GCSE Maths and English at grade A-C (9-4 under the new grading system);
- Competency in MS Office software, especially Word, Excel and Outlook;
- Minimum of 3 years' experience in a customer-facing admin role, ideally in a professional practice (accountants, solicitors, architects, etc) or a small firm environment;
- Good time management and organisation - ability to handle a busy workload, prioritise effectively and work to deadlines;
- Excellent attention to detail;
- Commitment to excellent client service;
- Personable nature and ability to communicate effectively (written and spoken);
- Bright, capable individual with lots of initiative;
- Ability to work unsupervised;
- A "can do" approach with a good work ethic.

Salary & Benefits

- Salary of £25,000 (based on full time 35 hours per week);
- NEST pension scheme with 3% employer contribution;
- 25 days holiday (based on full time hours), plus bank holidays;

Working Hours

Hours of between 28 and 35 hours per week will be considered for the role (our full-time working week is 35 hours). Our preference is for the hours to be worked across five days, Monday to Friday, but we are open to other working patterns. Start/finish times can be flexible, subject to core hours.

Place of Work

Due to the nature of the role (answering phones, greeting clients, handling post), the role is office-based. However, we are a flexible, family-friendly employer and are happy to consider occasional work from home requests if the need arises.

The office is located in Bristol city centre, just off Queen Square and moments away from Bristol's harbourside. The office is a beautiful contemporary space across the fourth and fifth floors with stunning views across the city. We don't have dedicated parking but we are a short walk from Temple Meads station and are on most major bus routes. We have secure cycle storage and showers. There are several public car parks nearby.

Start Date

The role would ideally start as soon as possible, but we can accommodate notice periods of up to one month.