

## **Client Support Administrator**

This is the perfect position for an experienced administrator who's after a challenging, varied role. Griffiths Marshall is a well-established team of Business Advisors and Chartered Accountants with offices in Gloucester, Lydney and Cheltenham. The business handles all aspects of advisory, audit and tax, as well as offering probate and wealth management services. We act for a wide range of clients from sole traders to multimillion-pound groups.

As Client Support Administrator you will play an intrinsic role in the day-to-day operation of our firm, helping to keep everything running smoothly for both our staff and clients. Your tasks will be wide-ranging, and you'll have the opportunity to get involved with many different aspects of the business.

### **Here's what the role includes:**

- Providing administrative support to different departments in the business – onboarding new clients, requesting client records, fulfilling compliance checks, updating systems, following up communications etc.
- Answering incoming telephone calls, fielding enquires as necessary, providing routine answers to general queries
- Providing Reception support as required, meeting and greeting visitors, providing a warm welcome
- Following up on emails and meetings with clients and prospects, ensuring deadlines are met
- Exploring ways to improve business processes and efficiencies
- Typing, formatting, and printing letters and reports
- Filing and scanning, processing client documentation
- Ensuring client data is kept up to date and accurate
- Housekeeping tasks to support all areas of the business

### **These are the key skills you'll need:**

- You provide outstanding customer service – you follow up on requests, you're detail orientated and an excellent communicator
- You're conscientious, thorough and highly organised
- You're outgoing and enthusiastic, and keen to offer support whenever it's needed
- You enjoy working under your own initiative and are willing to suggest improvements

- You have previous office-based experience, ideally in an accountancy or finance setting, as well as a solid knowledge of Microsoft Office
- You can prioritise and manage your own workload unsupervised, as well as be flexible in responding to client and manager needs

**What you'll get in return:**

We want you to feel happy and well supported at work. In return for your commitment we'll offer you:

- Exposure to a wide variety of different tasks and clients
- The chance to have your voice heard and experiment with new ways of doing things
- A competitive salary which will be regularly reviewed
- A contributory pension scheme
- Twenty-five days' paid holiday plus bank holidays
- Access to our Employee Assistance Programme that provides free, confidential counselling and advice for employees
- Gloucester Quays Employee discount scheme

If you like the sound of this role, please email your CV to Paula Aston at [paulaaston@griffithsmarshall.co.uk](mailto:paulaaston@griffithsmarshall.co.uk) with a covering letter explaining how you would be suitable for the position and why you would like to be considered for it. No agencies please.