

A photograph of two business professionals in a meeting. One person is holding a tablet, and the other is pointing at the screen with a pen. There are documents and a calculator on the table.

POSITION:

# CLIENT MANAGER



# CLIENT MANAGER JOB DESCRIPTION



## JOB PURPOSE

To closely manage and monitor all accounting and financial tasks whilst adhering to all deadlines and Service Level Agreements. To provide excellent customer service by liaising directly with clients in a proactive and professional manner. To mentor, guide and oversee tasks being completed by Junior accountants for your clients.

## MAIN DUTIES

- Liaise directly with clients and manage client relations, communicating proactively and professionally.
- Oversee and review:
  - VAT returns
  - CIS returns
  - Bookkeeping
  - Statutory Accounts and Tax Returns
- Prepare
  - Monthly Management Accounts
  - Cashflows and Forecasts
- Answers accounting procedure questions by researching and interpreting accounting policy and regulations.
- Support the development of the junior team by identifying training needs and providing coaching where required.
- Answers team member questions, help with team member problems and oversee junior team member work for quality and guideline compliance.
- Conducts team meetings on best practice and continuing expectations
- Completes one to one meetings with junior team members with a focus on personal development, setting relevant goals and objectives
- Generates and shares comprehensive reports about team performance, mission-related objectives and deadlines.
- Ensures company brand materials and physical working spaces meet and exceed company presentation standards.
- Supports team and performs Management duties when they are absent or out of the office.
- Promotes outsourced departments with clients who could benefit from their support.
- Assists with resource planning and job planning.
- Prepares complex accounts.
- Completes ad-hoc work in relation to Tax planning, valuations, Cashflow forecasts and Budget.
- Maintains accounting controls by preparing and recommending policies and procedures.
- Answers accounting procedure questions by researching and interpreting accounting policy and regulations.
- Ensures the Business complies with legislation and financial legal requirements by studying existing and new legislation, enforcing adherence to requirements, and advising Senior Management and Team members on required actions.
- Promotes the business via social media and is proactively involved in social media strategies.
- Carries out all duties in a manner that reflects Redstone's values at all times
- Undertakes any further duties as determined as reasonable and necessary in fulfilment of the role.

## ADDITIONAL DUTIES

- Train, mentor and guide new Junior members of the team – auditing their work where required.

# CLIENT MANAGER JOB DESCRIPTION



## PERSON SPECIFICATION

EDUCATIONAL ATTAINMENTS	ESSENTIAL	DESIRABLE
Fully ACA/ ACCA qualified		✓
Part ACA/ACCA qualified	✓	
KNOWLEDGE AND EXPERIENCE		
Accounting Standards and Practice	✓	
Tax Legislation	✓	
Accounting software	✓	
Proficient in Xero	✓	
Proficient in cloud based software	✓	
Experience in Client Relations	✓	
GENERAL INTELLIGENCE		
General reasoning ability	✓	
SKILLS AND SPECIAL APTITUDES		
Skill with words	✓	
Skill with numbers	✓	
INTERESTS		
Intellectual		✓
Community		✓
DISPOSITION AND PERSONAL QUALITIES		
Reliability	✓	
Stability	✓	
Discretion and diplomacy	✓	
Leadership		✓
Impartiality of judgment	✓	
Results driven	✓	
Commerciality	✓	
Self-reliance and self-motivation	✓	

## APPLY

If you would like to be considered for this position please forward your CV and a covering letter stating salary expectations to [talent@redstoneas.com](mailto:talent@redstoneas.com)

**Date:** 01/03/21

**Prepared by:** Claire Macarthur

