



Accounts/Admin Assistant

Role Summary

Are you a friendly, organised individual with a knack for connecting with people? Join our expanding administration team, where both full-time and part-time positions will be considered.

This role demands strong planning, coordination, and communication skills across all levels to maintain office efficiency. If you thrive in a busy environment and excel in organisation, this opportunity is perfect for you.

Prior experience isn't required as we provide training. However, a willingness to learn, coupled with a strong commitment to confidentiality and accuracy, is crucial.

As a vital member of our growing team, you'll demonstrate proficiency in meeting strict deadlines and adeptly managing your own workload.

Your success hinges on maintaining high-quality standards, meticulous attention to detail, and fostering a collaborative team spirit.

Main Scope of the Role

- Aid the accounts department with clerical tasks, maintaining up-to-date records and logs.
- Generate invoices from various reports and ensure timely receipt of payments.
- Update internal systems to ensure accurate record-keeping of all billed jobs.
- Code, process, and match supplier invoices to purchase orders.
- Regularly review aged debtors and creditors.
- Complete monthly reconciliation of supplier statements.
- Address account queries promptly and maintain a high standard of service to ensure customer satisfaction.
- Maintain records of support contract renewals and follow up as necessary.
- Update support contract hours log and ensure accuracy of records at all time.
- Provide various clerical support roles within the department, ensuring tasks are completed within agreed timelines.
- Answer incoming calls, take messages, update the company call logging system, and direct calls to the appropriate person.
- Monitor and update client contacts, taking necessary actions as required.



REQUIREMENTS

We're seeking a dynamic individual who thrives on challenges and embodies the qualities of a dedicated team player: flexible, honest, and reliable. Candidates should demonstrate the following:

- Ability to plan, organise and work well under pressure.
- Confident operation of computer applications, particularly in the Microsoft Office suite.
- Be confident and comfortable in a fast-paced office environment.
- Excellent verbal and written communication, with the ability to interact effectively at all levels.
- Excellent analytical and problem-solving abilities.
- Understand the importance of confidentiality.
- Excellent time management and administration skills.
- Able to gather and sort data, keeping accurate records.
- Perform in friendly, professional and punctual manner.
- Must be able to manage and take ownership of own workload.
- Reliable, flexible team member - providing support when needed.
- Dedication to providing excellent customer service to all stakeholders.
- Willingness to assist colleagues and contribute to team success.
- Eagerness to undergo training to enhance knowledge and skills.
- Follow and execute company policies and objectives diligently.
- Liaise regularly with senior management to address any arising issues promptly and appropriately.

Key Benefits

- 30 days holidays incl. bank holidays
- Birthday Leave
- 3 duvet days a year (following successful completion of probation period)
- Company pension
- Full support towards further training and development in areas of interest
- Games room on site
- Tea and Coffee on tap

Think you have what it takes to be part of our team? We would love to hear from you!

To apply for this position please send your CV together with the cover letter and any other relevant information not covered in your CV to; Francesca Jones by e-mail at recruitment@5cservices.co.uk or by post to our Newbridge-on-Wye address.

If you have any questions, please phone; 01982 552 239 and ask for Francesca Jones or Kat Cook