

# Client Manager

(Qualified ACA/ACCA)

<b>Company Name</b>	SB&P
<b>Office Location</b>	Bootle, Liverpool
<b>Job Title</b>	Client Manager
<b>Reports To</b>	Partners
<b>Job Overview</b>	Position has been created due to an expansion within the firm
<b>Hours</b>	Full time – 37.5 hours a week.
<b>Salary and Benefits</b>	Dependent on experience
<b>Start Date</b>	ASAP

We are looking for a motivated Client Manager to join our audit and accounts department. The ideal candidate will be a highly ambitious and driven individual, with experience of managing a diverse and mixed portfolio of clients.

Applications are encouraged from candidates who are currently working at manager level and, looking for a new challenge.

This is a fantastic career progression opportunity for someone that would like to become a key team member at SB&P and assist with our exciting growth plans.

You will find a supportive, positive, and welcoming culture at SB&P, with an emphasis on teamwork, and work/life balance.

## Job Objectives

- To manage a diverse client portfolio, delivering services efficiently and effectively, with a real passion for the delivery of excellence.
- To train, develop and manage an established team.
- To work closely with the partners to develop and grow the practice.

## Duties

- Providing a variety of audit, accountancy, and other services such as management accounts and cash flow forecasting for a diverse portfolio of clients, including small and medium sized privately owned limited companies, groups, not for profit organisations, charities, LLP's, partnerships, and sole traders.

- Managing the client portfolio from planning/scheduling through to completion. Providing high standards of client service by answering queries, and resolving issues in a timely and efficient manner, ensuring client expectations are met, and where possible exceeded.
- Work as part of an established team that fosters a supportive and inclusive environment. Manage, motivate, and be responsible for the growth and career development of others, including the carrying out of regular performance, and annual appraisal reviews, to help identify training and development needs.
- Close and regular monitoring of key performance indicators to ensure wider practice strategies are met.
- Working closely with partners to lead business development activities and manage new business.

## Key Skills

- **Technical/Qualifications** – qualified ACA/ACCA – able to demonstrate an excellent working, and up to date knowledge of accounting and auditing standards, commitment to ongoing and continuous learning and development.
- **IT** –working knowledge of IRIS/CCH and other digital/cloud-based accounting packages, SAGE, Quickbooks, Xero etc.
- **Planning/Organisation** – ability to identify, plan and set achievable goals with the aim of achieving both company and personal objectives. Outline and communicate tasks and schedules to the team, whilst setting out a clear strategy on how to achieve required results.
- **Decision making** – able to make decisions that achieve company objectives, able to take responsibility, be accountable and able to justify decisions taken.
- **Problem solving** – ability to tackle and solve problems that can arise in a typical working day, finding the best way to handle the problem, taking responsibility, and getting the best solution.
- **Delegation** - ability to delegate to speed up projects, to drive responsibility, behaviours, and accountability within the team with the aim of achieving optimal results and productivity.
- **Motivation** – a self-starter able to self-motivate and motivate the wider team to achieve company objectives.
- **Relationships** - able to build confident and long-lasting relationships with the team, our clients, and our wider business partners.
- **Communication** - ability to communicate effectively and confidently, both orally and written, with all stakeholders.
- **Continuous learning and development** - a commitment to ongoing learning and development.

To apply, send your CV and covering letter to Suzanne Draper at [suzanne.draper@sb-p.co.uk](mailto:suzanne.draper@sb-p.co.uk).