

# Client Manager

(ACA/ACCA/QBE)

<b>Company Name</b>	SB&P
<b>Office Location</b>	Bootle, Liverpool
<b>Job Title</b>	Business Services Client Manager
<b>Reports To</b>	Partners
<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 Business Services Client Manager to join our accounts team. The ideal candidate will be a client focused, highly organised and driven individual, with experience of managing a diverse and mixed portfolio of SME clients.

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

This is a great 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

- Managing the provision of a variety of accounting services such as bookkeeping, VAT, management and year end accounts for a diverse portfolio of clients, including small and medium sized privately owned businesses comprising sole traders, partnerships and limited companies.
- Ensuring work is planned, scheduled and completed to a high standard and on a timely basis.

- Providing a high standard of client care by answering queries, and resolving issues in a timely and efficient manner, ensuring client expectations are met, and where possible exceeded.
- Working 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.

## Key Skills

- **Technical/Qualifications** – ACA/ACCA/QBE – able to demonstrate an excellent working, and up to date knowledge of VAT and accounting standards with a 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.

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).