

Job Description

Job vacancy: Head of Business Services and Outsourcing

Reporting to: Head of Reading Office

Base: Reading

Annual salary: Dependent on experience

Package: 25 days annual leave
4 x salary life assurance
Group Income Protection Scheme
Group Personal Pension Scheme

Job Purpose:

- To manage and expand the operations of Business Services and Outsourcing (BS&O), to include a key portfolio of clients, ensuring that budgeted financial targets are met through servicing existing clients and by obtaining new work via a network of business referrers.

Key Responsibilities:

- Assist in the preparation and agree the annual budgets for BS&O with the Reading Head of Office.
- Proactively contribute to the office marketing strategy, participating in corporate events, seminars, mail shots etc to generate new income (GRF/Projects)
- Proactively undertake networking activity to raise the profile and create business opportunities of Target within the local business and professional communities.
- Set and continually review high technical standards within the BS&O team.
- Regularly review engagements to ensure GRF and projects are scheduled, monitored and completed on time. Where this work is undertaken outside of the Business Service Centre (Bath), ensure that projects are completed within budget and to an appropriately high technical standard. Ensure explanations are obtained for any overruns and that steps are taken to avoid similar occurrences in the future, or agree additional fees.
- Liaise with the Business Services Centre and other departments to ensure transparent charging, clear monitoring and controls for the delivery of work.
- Lead, motivate and performance manage the team, providing technical coaching and organising training to enable them to deliver their objectives and meet their career expectations.
- As a Responsible Individual, sign off statutory accounts in line with compliance standards.

Account Manager

- Building relationships with existing clients to Identify additional business opportunities, obtain referrals and deliver projects to achieve income targets.
- Create good working relationships with other departments to generate new business opportunities and cross sales and ensure client needs and budgets are met.
- Lead the planning and delivery of accounts preparation engagements for a portfolio of clients and other specialist assignments, coordinating all relevant input to meet client needs, compliance standards and budget.
- Review complete accounts preparation files and hold clearance meetings with the client as appropriate, ensuring finalised accounts are issued promptly and in line with clients' requirements.



Key Relationships:

- Reading Head of Office
- Group SLHs
- BS&O SLHs
- BAA and Tax teams
- Clients
- Intermediaries

Decision Making:

- Delivery of account manager and the business services team's targets.
- Determine engagement scope and budget.

Problem Solving:

- Introduce and regularly review systems and processes to ensure delivery of team targets.
- Manage team responsibilities and client demands on time.
- Ensure the BS&O team consistently deliver high quality technical work.
- Resolving client relationship issues.
- Identify ways of winning new clients and extra project from existing work

Experience:

- Qualified accountant (or QBE) and continuing CPE
- RI status
- Normally at least 3 years post qualification experience in an audit or BS&O environment, preferably with management experience.
- Business development/track record preferred.

Skills, Knowledge and Competencies:

Interpersonal

- Client focus
- Initiative
- Management control
- Solution focused
- People development
- Relationship building
- Team working
- Risk awareness

Technical

- Audit & accounting systems
- Company Act requirements
- Corporation tax
- Consolidations/Group cash flows
- Pension accounts
- Budgeting
- Presentation skills

Measurement Data:

- New client wins
- Achievement of account manager and business services team targets.
- Client feedback and retention.
- Account Manager feedback
- Referrals.
- Cross sales.
- Growth in GRF and projects.
- Satisfactory QAD (practice assurance) reports

