



ABACUS

a name you can count on

**Accountants
Book-Keepers
Consultants**

The Willows, Ipswich Road
Long Stratton, NR15 2TG
Tel. 01508 333040
office@abcabacus.co.uk
www.abcabacus.co.uk

Job Title: Administrative Assistant

Part time office based approx. 15-20 hours per week

Overview

We are a small, friendly team looking for a highly organised and proactive Administrative Assistant to help keep everything running smoothly day to day. You will be the first point of contact for our clients, creating a welcoming and professional first impression while supporting a wide range of administrative tasks. This is a varied role where you'll work closely with the whole team, so strong communication skills, attention to detail, and a positive, can-do attitude are key.

Key Responsibilities

- **General Administration**
 - Provide day-to-day administrative support across the business
 - Maintain accurate records and ensure documentation is up to date
 - Support team members with ad hoc administrative tasks
- **Filing & Document Management**
 - Organise and maintain digital and physical filing systems
 - Ensure documents are stored securely and can be easily retrieved
- **Telephone & Communication**
 - Answer incoming calls professionally and direct enquiries appropriately
 - Respond to emails and general enquiries in a timely manner
- **Client Onboarding**
 - Assist with onboarding new clients, ensuring all required information is collected
 - Prepare and manage onboarding documentation
 - Ensure a smooth and professional client experience
- **Post & Office Coordination**
 - Handle incoming and outgoing post
 - Distribute correspondence to relevant team members and clients



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- **Marketing & Social Media Support**
 - o Assist with marketing tasks and social media updates
 - o Support content creation and scheduling where required
 - **Processes & Compliance**
 - o Follow internal processes and procedures accurately
 - o Ensure work is completed in line with company standards and policies
 - **Team Collaboration**
 - o Work closely with colleagues to support business operations
 - o Communicate effectively and contribute to a positive team environment
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Skills & Experience

- Strong organisational and time management skills
 - Excellent communication skills (written and verbal)
 - Proficiency in Microsoft Office
 - Ability to multitask and prioritise workload
 - Attention to detail and accuracy
 - Friendly and professional manner when dealing with clients
 - Ability to work both independently and as part of a team
 - Knowledge of accountancy software packages desirable, training will be given
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Personal Attributes

- Proactive and willing to learn
- Reliable and adaptable
- Positive, can-do attitude
- Strong team player