



**hentons**

**Admin Associate**

Candidate Brief

# About Hentons

At Hentons we have over 40 years of experience and pride ourselves on understanding our clients, their businesses, and the issues they face no matter how big or small.

We are a multi award winning, top 100 National Chartered Accountancy & Business Advisory firm with national expertise, but our local knowledge means we can offer a bespoke, personalised service tailored to our client's needs.

Our national presence is underpinned by our strong Yorkshire roots. We have six UK offices in Leeds, Sheffield, York, Hertford, London & Thirsk. Each of our offices offer a full range of business and advisory services.

Our clients' needs are the focus of everything we do and we know each client is unique and special with a range of different opportunities and challenges.



## Key Information

- Ranked in the top '50+50 Accountancy Firms' by Accountancy Age
- Team of 150 & growing
- Partner/Leadership Team of 16
- Head Office in Leeds
- 5 other UK offices from Yorkshire to Central London
- Fee income of c£12m

## Accreditations



# Our why

Our clients' success is all that matters.

Through exceptional service, proactivity, and the strength of our people, we will find the best solution.

Combining the benefits of local and national connections, we will seek out new opportunities.

Taking a personal approach to every client, we will be there to listen, respond, and deliver, whenever you need us.



# About the role

## Role profile

**Job Title:** Admin Associate  
**Department:** Admin Support  
**Location:** Hertford  
**Reports to:** Marketing & Admin Manager  
**Term:** Permanent  
**Contract:** Full Time  
**Salary:** DoE

## Role Overview

We are seeking to recruit an Admin Associate to join our growing team. In your role you will work closely with the existing Admin Support team to deliver a professional, compliant, and effective service with a high focus on quality and accuracy.

The suitable candidate will be highly organised, methodical, detail orientated, and people focused with the ability to work at pace with competing priorities.

You will be responsible for delivering an excellent standard of service to colleagues, clients and partners as well as administrative support to the operational areas of the business.

You should be able to prioritise your own workload and able to work efficiently whilst maintaining excellent attention to detail.



# About the role

## Duties & Responsibilities

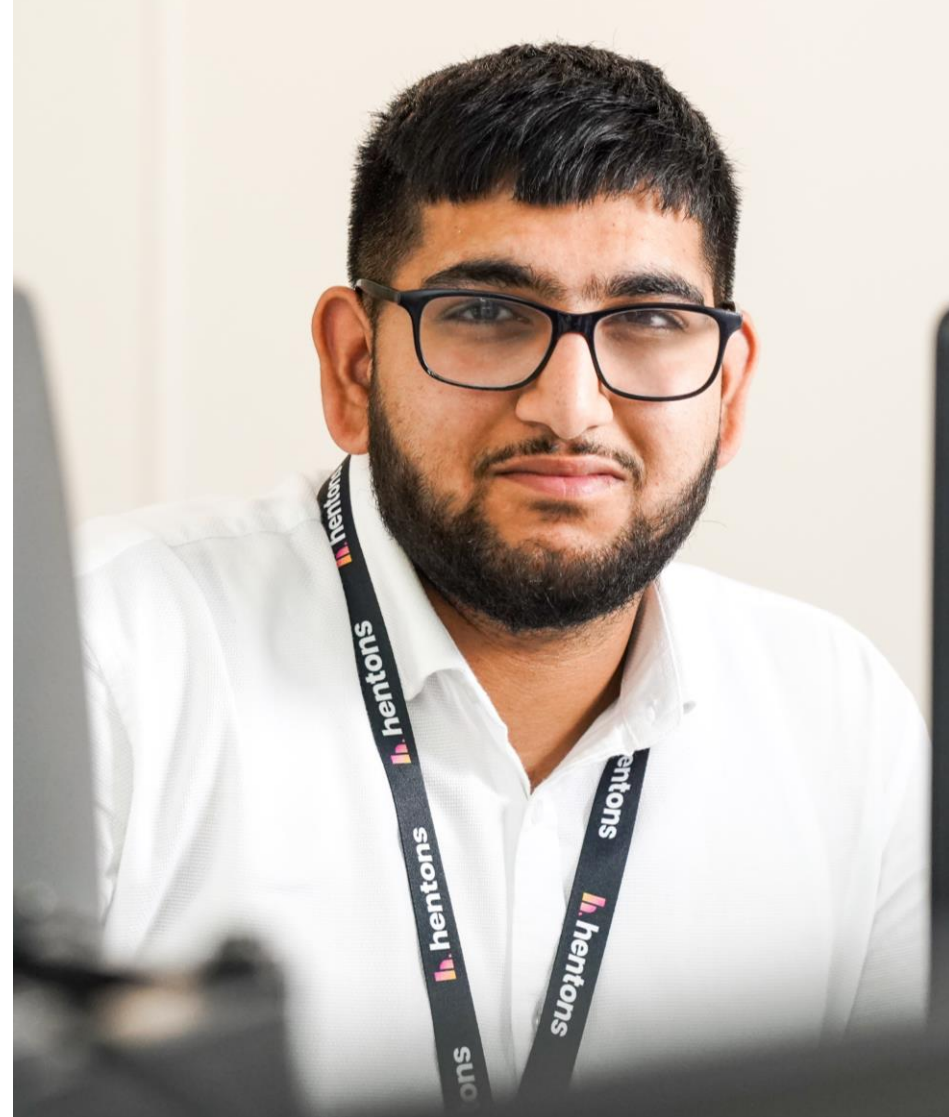
- Assist with an end-to-end client onboarding process, including the preparation, and processing of data.
- Maintenance of client records on the practice management system ensuring that information is entered fully and accurately and is in line with company policy and procedures.
- Produce and maintain accurate and complete documentation /correspondence in a compliant manner.
- Competently and professionally speak to clients and colleagues over the phone and via email.
- Build and maintain an excellent rapport with our clients and colleagues.
- Answer calls (including screening and rerouting) and emails in a professional and timely manner, often being first point of contact for clients and other associates.
- Oversee mailroom functionalities, incoming mail and distribution as well as preparation/sending of outgoing mail.
- Demonstrate excellent client service and be a front-facing ambassador for the firm.
- Help maintain workplace security by issuing, checking and collecting visitor passes as necessary as well as maintaining visitor logs.
- Keeping basic office supplies stocked and accessible to visitors, such as pens and notepads.
- Supporting the admin team with archiving of old files and records
- Completing ad hoc administrative tasks



# About you

## Skills & Qualifications

- It's all about having a positive attitude and we are looking for someone who enjoys being helpful to others.
- Excellent communications skills are essential both written and verbal.
- You're prepared to get stuck in at all times with a good multitasking and organisational ability.
- A quick learner who is able to be able to work across a variety of systems and follow procedures effectively.
- Professional - represent the company through every action in a positive light no matter the situation.
- Reliable - does what is required and understands the importance of tasks allocated as well as having an exceptional eye for detail.
- Good IT skills in core Microsoft Office systems (Word, Excel, PowerPoint etc.)
- Experience as a receptionist or similar role.
- Excellent organisational, multitasking and time-management skills, with the ability to prioritise tasks.



# Our values

## Confidence

In ourselves and in the service we provide to our client. Our expert team will deliver exceptional solutions to help you succeed.

## Trust

The strongest partnerships are built on trust. We are open and candid in our advice, and reliable in our delivery.

## Dynamism

In exploring new opportunities for our clients, our approach to technology and new ways of working. We aren't scared to think about things differently.

## Connections

We are perfectly placed locally to build close and personal connections with clients. Every office is backed and strengthened by our national network.

## People

Every team member brings something special and unique to Hentons. We work together, championing each other and encouraging ambition.



# Our benefits

## Other Benefits:



**Retailer Discounts**



**Death in Service**



**Season Ticket Loan**



**Social Club**



**In-House L&D**



**Further Study Support**



**Yearly DEI Events**



**Ongoing CPD**



**Employee & Client Referral Scheme**



**Enhanced Sick Pay**



**Employee Assistance Programme and Wellness Resources**

### Dress for Your Day

Our policy aims to provide everyone with discretion to select an appropriate dress for their schedule each day.



### Buy & Sell Holidays

Whether staff would like additional annual leave for a special occasion or would prefer to use less of their entitlement, we now offer a buy-and-sell holiday scheme.



### Gym Membership

Following the successful rollout of our Flexible Working Policy, we have continued our approach to promoting a healthy work-life balance and therefore offer subsidised gym membership.



### Hybrid-Working

You'll be able to work from home one day every week and have a flexible schedule.



### Medicash

We have teamed up with Medicash to provide a range of cashback towards everyday healthcare bills and a wide range of other wellbeing benefits.





# How to apply



## Candidates

To arrange an informal conversation about the role and Hentons or for further information, please contact:

[hr@hentons.com](mailto:hr@hentons.com)

To apply, please send a copy of your CV and a Covering Letter to:

[hr@hentons.com](mailto:hr@hentons.com)

## Recruitment Agencies

All queries, submissions and contact from Recruitment Agencies must be directed through our Human Resources Manager, using the following email:

[hr@hentons.com](mailto:hr@hentons.com)

## Frequently Asked Questions

For further information and FAQs on our recruitment processes, please visit the 'Working at Hentons' section of our website:

<https://www.hentons.com/about-us/working-at-hentons/>



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