

Client Manager

As the Client Manager, you will be responsible for overseeing small, dedicated accounting teams. You will ensure timely delivery of services whilst maintaining excellent client communication and upholding the highest standards of customer satisfaction. Your role will involve training and motivating staff, meeting deadlines, and forging strong client relationships.

Responsibilities:

Team Leadership:

Lead and motivate three teams each comprising of three accounting staff.

Provide training, guidance, and mentorship to enhance team performance and capabilities.

Foster a positive and collaborative work environment.

Client Management:

Oversee a large portfolio of micro business and self-employed clients via a remote service, ensuring their accounting and financial needs are met with accuracy and efficiency.

Implement effective client communication strategies to build and maintain strong relationships.

Deadline Management:

Develop and enforce processes to ensure all client deadlines are met, including tax filings, financial reporting, and other regulatory compliance.

Proactively identify potential bottlenecks and implement solutions to streamline workflows.

Customer Service Excellence:

Uphold the highest standards of customer service, ensuring client satisfaction, loyalty and retention.

Address client queries and concerns promptly and professionally.

Strategic Planning:

Collaborate with leadership to develop strategic plans for client management and service delivery.

Contribute to the continuous improvement of internal processes.

Performance Metrics:

Alongside the Director of Operations, track key performance indicators (KPIs) to measure team and individual performance.

Provide regular reports on team achievements and areas for improvement.

Qualifications and Skills

Minimum full AAT qualification, preferably ACCA/ICAEW qualified

Strong experience in a practice environment dealing with small businesses is a must.

Excellent customer service skills

The ability to prioritise workloads and take initiative.

Experience managing a team.

A professional and hard-working attitude

Respectful, trustworthy, polite, honest, and strong work ethic

Exceptional written English skills

A background either as an accountant, or having worked in accountancy practice

A passion for delighting clients

A keen eye for detail

A creative mind that can find inventive solutions for challenges

Brilliant interpersonal skills

A warm and patient telephone manner

The ability to translate complex matters into plain English

The desire to work in an exciting and fast-paced environment

Rewards and Benefits

Competitive salary ranging from £40,000 to £42,000 per annum

Pension contributions

23 days of holiday a year plus bank holidays

Flexible modern working practices and working from home arrangements

Incentives and bonus opportunities

2 Well-being Days

Employee Share Ownership Plan

Why Join Mazuma?

Innovation: Be part of a company that values and encourages innovation in its approach to finance and accounting.

Career Growth: We invest in our team members and provide opportunities for professional development and career advancement.

Collaborative Culture: Join a collaborative and supportive team that values open communication and teamwork.

Impact: Your contributions will directly impact the success and growth of our firm.

Mazuma is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Many of our former staff have gone on to do great things and excel in their careers, and we believe that working at Mazuma is the best place to learn and become a brilliant accountant. Be a part of our cutting-edge team and make a real impact on the lives of small business owners.

Hybrid working from Bridgend, South Wales with minimum two days a week in the office.

If you are interested in this position, please email a copy of your C.V. to Rae Allen - HR@mazumamoney.co.uk