

## Job Description – Client Manager

### 1. Job Purpose

At Onyx Accountants, we aim to produce Finance Information that Companies Understand and Utilise. You will report directly into the Client Advisors and will contribute to the business by:

- Accountability for the Accounts Production Process by managing the Accounts Assistants workloads and deadlines
- Delivering Efficiency through understanding clients business and finance processes
- Accountable for Practice compliance with regards respective accounting bodies
- Accountable for the delivery of the overall Onyx Strategy and Objectives as a member of the Senior Management Team
- Maintain excellence in Communication and Customer Service
- Aim to increase the Quantity and Quality of the Onyx Accountants Client Base

### 2. Task Objectives

- Support in the Production of Annual Limited Company Accounts in IRIS for all Clients within 4 months of Year End
- Client Account Management and Relations including 24 Hour Comms Response (Client Charter)
- Undertake the Compliance Work and facilitate Client Advisory work within the Practice
- Ensure ALL statutory compliance deadlines are met for clients under management
- Manage ALL HMRC Client queries
- Delivery in the completion of Self Assessments by the end of October for Core Clientele
- Delivery and Development of all Tax deadlines and advice to clients
- Delivery of the Management Accounts and Outsourced Finance Services with support from Assistants
- Support Advisors with Business Improvement Projects in line with SMART objectives on a case by case basis
- Delivery of Assistants 1-2-1's



Tel: 0121 753 5522



Onyx House  
12 Phoenix Business Park  
Avenue Close  
Birmingham B7 4NU



Enquiries@onyxaccountants.co.uk



VAT No: 898 1636 66  
Company No: 6052560



### 3. Key Pre-Requisites

In order to succeed in this role, it is expected that you have the following work experience

- Experience in IRIS Accounts Production and Tax Modules
- Has managed a portfolio of varied SMEs
- Deliver Excellent Working Papers and Schedules
- Experience in dealing with Clients Face to Face
- Has experience in dealing with HMRC enquiries and disputes....

### 4. Behavioral Objectives

In order to succeed in this role, it is expected that you will actively follow, demonstrate and instil the Onyx Culture across the business.

- Delight our customers
  - *Customer satisfaction is our primary focus*
- Keep it simple
  - *Provide simple solutions to complex problems*
- Deliver Excellence
  - *Ensure we deliver high standards the first time*
- Aim High
  - *Strive to improve our own skills, processes and systems*
- Communication is key
  - *Internally and externally be open, honest, responsive and truthful*