

JOB DESCRIPTION

Name:

Role:

Audit & Accounts Manager

Team:

Audit & Accounts

Our Values PASSIONATE, PERSONAL and PROFESSIONAL



PURPOSE OF ROLE

- Together with the Director and/or Associate, to act as the primary point of contact for the clients for whom you are responsible in all of their Audit & Accounts-related dealings with Rickard Luckin
- To provide support to the management of Audit & Accounts services provided by the firm
- To be an integral part of the senior leadership team, working with senior leaders to deliver the firm's objectives
- To provide high-level Audit and Accountancy advice to both our clients and the team
- To deliver and enhance the firm's Audit and Accountancy services
- To take responsibility over the management of an Audit & Accounts team, ensuring that the team deliver in accordance with service standards

OR

- To be a project leader and 'Go-To' technical specialist

REPORTS TO

- You will report to the Service Leader for Audit & Accounts, Directors and Associates

MAIN AREAS OF RESPONSIBILITY

Technical

- Plan, organise and manage multiple Audit & Accounts assignments and associated other work in consultation with the Director or Associate, to ensure they are dealt with accurately and in a timely manner
- Responsible for the planning and completion of assignments, including delegating work, and assigning tasks and responsibilities
- Structure work teams to successfully meet client deadlines and expectations
- Identify and explain legislative developments to both clients and Team Members
- Involvement in training the wider team

Team Development

- Line-manage, advise and support Team Members
- Appraise Team Members and complete feedback for Student Review Meetings, Appraisals and Salary Reviews
- Advise and support Team Members by promoting a learning environment and supporting the development of others

Building Relationships

- Liaise with specialists in other areas across the firm and ensure communication to clients on such matters is effective
- Deliver agreed service standards and actively promote consistent, exceptional service across the team
- Strengthen and maintain relationships with clients, contacts and our team
- Agree with clients the fees for individual services or a range of services in advance of these services being performed, wherever possible

Leadership

- Take responsibility and be accountable for the planning and completion of the work assigned to you
- Take ownership for the management of a client portfolio, acting alongside the Director or Associate to ensure clients' needs are met
- Participation in developing firm-wide initiatives
- Maintain a motivated assignment team

- Co-ordinate all services delivered to clients and ensure that they are performed in the most efficient and professional manner possible

Commercial and Entrepreneurial

- Ensure the effective and timely delivery, and the quality of service meets the firm's aims
- Ensure that services are only performed if they are in the best interests of the client and where the client has agreed in advance that the services should be performed
- Responsible for billing clients in a timely fashion in accordance with the firm's guidelines.
- Responsible for the collection of fees due from clients
- Meet annual fee targets and debtor and work-in-progress lock-up targets,
- Assist in marketing and promotional activities of the firm as requested in order to either secure new clients or introduce existing clients to new services
- Drive your individual section targets; WIP levels, debt recovery, billing targets and chargeable hours

AREAS OF RESPONSIBILITY FOR OTHER FUNCTIONS

Administration

- Complete your own timesheet in a timely manner
- Authorise timesheets in a timely manner, for yourself and other Team Members, as appropriate
- Maintain your Outlook calendar and ensure it is fully up-to-date at all times

HR

- Recruitment
 - Assist with interviewing suitable Audit & Accounts team candidates
- Induction
 - Liaise with the Service Leader for Audit & Accounts, Directors and Associates to ensure work is assigned for new starter
 - Obtain feedback on new starter performance from other Team Members, for Progress Chats
 - Conduct Progress Chats and deal with any matters arising
 - Take notes of Progress Chat Meetings and send to HR for filing
- Performance Management – Non-Student Audit & Accounts Team Members
 - Act as a Line Manager for Non-Student Audit & Accounts Team Members
 - Deal with day-to-day Performance Management
 - Provide feedback where appropriate and upon request
 - Deal with poor performance issues and liaise with HR
- Performance Management – Student Audit & Accounts Team Members
 - Act as a Line Manager for Student Audit & Accounts Team Members
 - Complete Assignment Reports or provide feedback where appropriate upon request
 - Sign-off skills completed on the Skills Evaluation Forms, as appropriate
 - Regularly meet with Audit & Accounts Students for whom you have Line Manager responsibility, to ensure they are performing work at the right level and of the right type.
 - Deal with day-to-day Performance Management and liaise with HR as appropriate
- Appraisals – Non-Student Audit & Accounts Team Members
 - Obtain feedback on performance
 - Complete appraisal documentation
 - Conduct Appraisal Meetings
 - Deal with Action Points arising from Appraisal Meetings as appropriate
 - Liaise with HR re updating Job Descriptions as and when required
- Student Review Meetings
 - Obtain feedback on performance

- Complete Trainee Review Form
- Deal with Action Points arising from Student Review Meetings as appropriate
- Appraisals – Self
 - Complete appraisal documentation
 - Attend Appraisal Meetings
 - Complete Action Points arising from Appraisal Meeting
- Salary Reviews
 - Provide feedback for non-student salary reviews
- Leavers
 - Complete Leaver's Reference Information Forms
- HR Administration/Section Admin
 - Monitor TOIL balances on a monthly basis and discuss with team members as appropriate
 - Monitor holiday balances on a monthly basis and discuss with team members as appropriate
- Inform HR of any changes in the personal information held by the firm

IT

- Utilise the firms IT systems to work efficiently and effectively
- Report issues arising to the IT team
- Attend IT training sessions as required

Learning & Development

- Advise and support Team Members by promoting a learning environment and supporting their development
- Consider your individual learning and development needs and liaise with your Line Manager and/or Mentor to ensure where necessary, such objectives are met
- Ensure annual declarations are made to regulatory body
- Ensure CPD Record is completed on an annual basis

Marketing

- Marketing
 - Attend RL-organised events
 - Represent RL at business exhibitions
 - Invite prospects to events/seminars and follow up afterwards
 - Be active on all RL social media channels, interact with followers (which consist of clients, contacts and prospects)
 - Take potential new client enquiries and make contact to organise appointments
- Networking:
 - Attend networking events and seminars
 - Form relationships with other professionals
- Business Development:
 - Liaise with the Service Leader for Audit & Accounts, Audit & Accounts Directors and Associates to develop firm-wide Audit & Accounts initiatives
 - Generate leads for self and others
 - Be the sector/service expert
 - Ask for referrals from clients and other professionals and refer them to each other in relation to their industry
 - Provide content for proposals and pitch documents (for marketing to design the document once final wording has been provided)

PERSON SPECIFICATION

QUALIFICATIONS AND SKILLS

- ACA/ACCA qualified
- Up-to-date and appropriate knowledge and skills in your technical field to enable you to fulfil the purpose of your role
- Computer skills appropriate to your role
- Verbal and written communication skills appropriate to your role

BEHAVIOURS

Core Values

All Team Members are expected to demonstrate our values of *Passionate, Personal and Professional*:

- Naturally goes "the extra mile" to exceed expectations and delivers great client service
- Creates a positive atmosphere; instinctively shares knowledge to help others; pro-actively nurtures and develops your team to achieve their full potential
- Adopts a collaborative working style; prepared to put yourself out when others may need help or support; prepared to share the load in order to achieve the overall firm objectives as well as their own personal targets
- Supportive of firm's initiatives and projects when implemented from the agreed strategy; acts as an advocate for the leadership team

Technical

- "Go To" person for some technical areas within the firm
- Able to develop and deliver training to others in technical matters within the firm
- Develops experience in specific client segment or industry sector and actively participates in developing this area within the firm

Team Development

- Co-ordinates peer development between teams to assist integration and effective learning
- Proven track record in helping senior members of the team to develop within the firm; mentors newly-qualifieds in personal development and soft skills
- Identifies individual training needs and solutions for others; collaborates to ensure technical knowledge and experience is shared

Building Relationships

- Understands the client's needs and longer term objectives; act as a true "sounding board" for clients; develops long lasting relationships in the "Trusted Adviser" role
- Regularly attends networking events to represent and increase the profile of the firm; develops own network of professional contacts relevant to areas of expertise in client type and sectors; participates in tenders and pitches for new work
- Pro-actively identifies opportunities to introduce additional services to existing clients, including financial services; strives to improve efficiencies and develop service lines

Leadership

- Authentic leadership style; able to demonstrate authority effectively when required; respected by wider team for behaviour, actions and achievements
- Gives clear support to wider leadership team helping to work towards overall strategic objectives; takes on leadership opportunities where possible to build confidence and credibility both internally and externally
- Pro-actively participates in a strategic team within the firm (ie, service line or function team), takes the lead to implement projects with proven track record of obtaining buy-in from the team

Commercial and Entrepreneurial

- Pro-actively reviews the effectiveness of the areas of the firm you are involved in; proposes ideas to increase efficiencies and identifies opportunities to increase client engagement and loyalty as a result
- Keeps abreast of changes and developments within the profession and business environment, identifies areas for enhancing the firm's systems and service offering
- Successfully implements agreed change projects within the firm, winning team engagement and buy-in during the process