



Business Support Administrator

Role Description

Goodman Jones LLP is a **12-Partner** central London firm of chartered accountants. Established in 1934, we are a team of accountants, auditors, tax, and business advisers based in Fitzrovia, London. Together with our supporting IT, HR, and financial services companies, we provide a full range of compliance, support, and advisory services.

Our clients include UK owner-managed businesses, UK subsidiaries of large international groups, charities and not-for-profit organisations, and start-ups and entrepreneurs across a wide range of sectors.

We are guided by our values of **Excellence & Efficiency, Ownership & Responsibility, Personal Development, Teamwork, Good Ethics & Professionalism, and Client Focus.**

Reporting to:	Assistant Practice Manager
Working closely with:	Business support team, Practice Director and teams across the firm
Hours:	35 hours per week (cover between 8:30am and 5:00pm)
Contract:	Permanent, full-time
Location:	Fitzrovia, London (office-based, 5 days per week)
Salary:	£30-32,000

Role Responsibilities

The Business Support Administrator plays a key role in ensuring smooth daily office operations by handling a variety of administrative tasks, supporting the team, and maintaining the office environment. This role involves running errands, ensuring internal and external communications run smoothly, and helping with the organisation of both office-related activities and external events.

This is a varied role working closely with the Assistant Practice Manager and wider Business Support team, with exposure to compliance, client onboarding, and billing administration processes.

General Office Administration

- Perform a wide range of administrative tasks, ensuring efficient day-to-day operations across the firm.
- Manage internal and external Goodman Jones inboxes, ensuring all queries are responded to promptly and professionally, collaborating with the wider Business Support team. This includes producing client letters such as engagement letters and other correspondence.
- Coordinate diaries, schedule meetings, and manage boardroom logistics including ordering food and refreshments.
- Manage incoming and outgoing post, ensuring timely franking and collection.
- Organise and execute mail-outs as required.
- Bind certified accounts and ensure they are properly labelled, recorded, and stored or distributed as required.
- Assist with maintaining accurate records across internal systems (e.g., Dynamics, APS, iManage, and others). Training will be provided on all systems.
- Support the billing administration process, including the preparation and coordination of client fee documentation.
- Assist with the management of the firm's archiving database and organise documents for secure storage.

- Manage deliveries, couriers, and taxi bookings, ensuring proper documentation and cost tracking.
- Order office supplies, stationery, and ad hoc items as needed, liaising with suppliers as required.
- Order flowers and gifts as needed for special occasions or client relations.

Team & Compliance Support:

- Provide administrative support to the wider Business Support team, including the Compliance Coordinator and Assistant Practice Manager.
- Work collaboratively with team members across all departments.
- Communicate clearly and professionally with colleagues and clients.
- Proactively identify opportunities to improve efficiency and contribute to team initiatives.
- Act as a point of contact for general office queries and escalate as appropriate.
- Support client onboarding processes, including gathering documentation and conducting identity verification checks in line with Know Your Client (KYC) and Anti Money Laundering (AML) procedures, including Companies House ID verification.
- Assist with ongoing client risk re-assessments and compliance monitoring activities under the guidance of the Compliance Coordinator.
- Support the audit bank confirmation process using Confirmation.com.
- Maintain confidentiality and data integrity at all times.

Facilities & Housekeeping:

- Ensure all communal and meeting room areas are kept clean, tidy, and well-stocked.
- Liaise with suppliers and contractors to arrange building maintenance and equipment servicing (e.g., coffee machines, air conditioning).
- Assist with general facilities administration including record keeping and supplier liaison.
- Troubleshoot basic equipment issues on-site, e.g., coffee machines, air conditioning, boardrooms (training will be provided).
- Oversee the kitchen area, including daily tasks like emptying the dishwasher, managing coffee machine supplies, and maintaining stocks of water, sugar, milk, etc. Ensure recycling is managed appropriately.
- Occasionally run errands such as trips to the bank or other local needs.

Customer Service & Events Support:

- Handle incoming calls from your desk within the open-plan office environment (there is no separate reception area), ensuring professional and accurate call transfer and message-taking.
- Meet and greet clients and visitors, providing a warm and professional welcome.
- Set up and clear meeting rooms before and after client meetings, ensuring refreshments and materials are ready.
- Support the organisation and delivery of internal and external events, including training sessions and social events (occasionally outside of regular hours).

Current Systems & Tools

- **Microsoft Office 365 Suite** – including Outlook, Teams, Planner, Word, Excel, PowerPoint, SharePoint, OneDrive, and Access (used for archiving).
- **iManage** – document management system for storing and retrieving client and firm files.
- **MS Dynamics CRM** – client relationship and workflow management.
- **First AML** – anti-money laundering and compliance verification platform.
- **Confirmation.com** – for processing and tracking audit bank letters.
- **APS** – used for billing, timesheet posting, and practice management reporting.
- **GoBright** – desk and meeting room booking system (user level with potential admin rights).
- **DocuSign** – for online signing of letters, contracts, and engagement documentation.

Person Specification

Essential Criteria

- Previous experience in an administrative or office support role.
- Excellent organisational and prioritisation skills, with the ability to manage multiple tasks efficiently.
- Confident using initiative and comfortable asking questions to clarify requirements or solve problems.
- High attention to detail and accuracy: particularly around inputting numerical data.
- Strong written and verbal communication skills, with a professional and friendly manner.
- Competent in Microsoft Office (Word, Excel, Outlook, Teams) and confident learning and using new systems:-
 - Good working knowledge of Excel, including creating and editing spreadsheets, using basic formulas, and maintaining accurate data.
 - Strong Word skills, including experience using *Track Changes*, inserting tables, and formatting professional documents.
- Proactive, and approachable, with a strong sense of responsibility and ownership.
- Team player with a flexible, “can-do” attitude.
- Willingness to assist with tasks outside of regular hours when required (e.g., during events).

Desirable Criteria

- Experience working in a professional services or accountancy firm environment.
- Familiarity with KYC, AML, or compliance administration.
- Experience supporting billing or other finance processes.
- Experience working with SharePoint and other document management platforms.
- Knowledge of systems such as Dynamics, APS, iManage, GoBright, or similar.
- First Aid or Fire Warden training (or willingness to complete this).

Additional Information

- **Interview process:** Two-stage (initial discussion with Talent Team + in-person interview). Online skills assessments to be completed before second stage (Word, Excel, Outlook, Attention to Detail, Data Entry, General Aptitude, Personality Profile).
- **Progression:** Opportunity to develop skills across a variety of administration functions including KYC and AML administration support and broader exposure to business operations, projects, compliance, and billing processes.

This role description is intended to outline the general duties and responsibilities of the position. It is not exhaustive and may be subject to changes and additional responsibilities as required by the needs of the organisation.