

# Recruitment pack



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## Who are we?

The Accountancy Partnership was founded over 20 years ago, aiming to disrupt an industry much in need of change. Specifically, how accountants and clients interacted with each other.

We aimed to capitalise on this gap in the market by leveraging technology improvements to create a more efficient and collaborative service for our clients, regardless of where they are based or what industry they are in.

**Our goal is to provide a simple, convenient online accountancy service with a transparent pricing structure, for all small businesses in the UK.**

## Growth

Since our inception in 2006, we have continuously grown our client portfolio, and are currently helping over 14,000 businesses in the UK and beyond with their accounting needs.

We also continue to enjoy consistent growth of around 15% per year, making us one of the fastest growing accountancy firms in the UK.





# Our values

We are committed to fostering strong, long-term business relationships with our clients by providing an outstanding level of customer service.

## Simplicity

Every single aspect of our communications, software and processes have been developed with simplicity in mind.

We aim to make the lives of our clients easier by taking a complex industry and simplifying it for them, so they can focus on making a success of their businesses.

## Collaboration

We have invested heavily in collaboration tools to enhance our communication with clients, providing real-time information and quick responses to their queries.

These include live chat support, remote training sessions, screen sharing and simultaneous usage of [Pandle](#), our bookkeeping software.

Our client management software, Client Hub, allows customers and teams to share documents and access information through an intuitive interface.





## Affordable fees

As we rarely meet our clients face to face this greatly reduces the amount of time an accountant needs to spend on any one client's accounts. Alongside our efficient internal processes, this allows us to charge a low, fixed monthly fee to our clients.

We found that clients are much happier with this transparent pricing structure as it provides them with clarity over how much their accounts will cost them each year.

It also allows our clients to spread the cost of their fees over a whole year, making it easier for them to pay.

## Customer Service

We pride ourselves on the friendly and approachable nature of every single member of staff. We want our clients to feel comfortable enough to ask us anything about their business.

We endeavour to answer every question in plain English, without any accounting jargon which may confuse them. With quick response times and many levels of support available, our service has been very well received by our clients.

This is reflected in the reviews we have gathered on [Trustpilot](#), [Google](#) and [Reviews.co.uk](#), go check them out!





## How big is our team?

We currently employ over 120 members of staff in our Wirral office. We are consistently expanding, so there are often plenty of employment opportunities available.







## Working for us

Over the last 20 years, we have worked hard to create a relaxed and informal working environment, to encourage collaboration between staff members across all departments.

We believe that this friendly and helpful culture enables us to provide an outstanding level of customer service for our clients.

Our team members of split across nine departments:

- ✓ Accounts
- ✓ Payroll (including CIS and pensions)
- ✓ Bookkeeping
- ✓ Admin
- ✓ Sales
- ✓ Marketing
- ✓ Client Experience
- ✓ HR
- ✓ Software Development

## Our Software

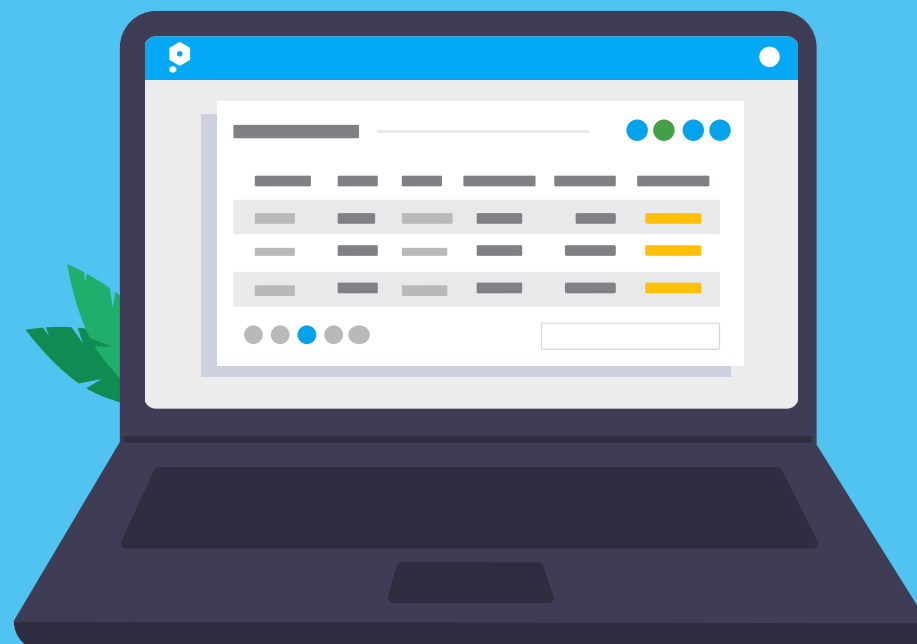
All our clients can manage their services and collaborate with their dedicated accountant using their Client Hub account. We also offer clients free access to our bookkeeping software, Pandle. Keeping these services separate allows us to cater to clients who use other bookkeeping software or services.

### Pandle

We developed [Pandle](#) to help our clients manage their bookkeeping more efficiently, and with fewer opportunities for errors. Simple to use, yet comprehensive in its capabilities, Pandle caters specifically for small businesses owners who complete their own bookkeeping.

The software actively works to reduce incorrect entries in our clients' bookkeeping through preventative measures, real time warning notifications, and machine learning algorithms – helping to minimise delays in preparing their accounts.

We currently have over 100,000 businesses and 4,000 accountancy firms actively using the software. It's fair to say we are very proud of Pandle!



**Pandle is available for anyone to use, not just our clients.**



## Client Hub

Client Hub is our client management and collaboration software. Clients can use their account to share and comment on documents, monitor deadlines, manage the services they're subscribed to, and let us know about any changes.

We also use Client Hub as our in-house customer record management system, making it faster and more efficient to manage your portfolio of clients and upcoming work.

The software was built in-house by our team of developers, so it fits our needs exactly!



## Our clients

Typically our clients are small business owners who are looking for an accountancy service that can help relieve the stress of their accounts and tax compliance, whilst also providing them with support and guidance along the way.

**The average turnover of our clients is between £100,000 to £200,000 per annum.**

We do have much larger clients, but these only make up a small proportion of our client portfolio.

Offering our accountancy services nationwide has allowed us to develop a very diverse range of clients, in pretty much every industry imaginable.

We love hearing about our clients' success stories and celebrate them with our [client of the month](#) feature.

However, there are a few types of clients which we don't serve, such as solicitors, charities and VAT registered travel agents.





## The work

The majority of our accountants' time is spent on accounts production and tax preparation, followed by some VAT work and answering queries from their clients.

**We want our accountants to focus on what they enjoy and what they are good at.**

This is why all admin, payroll, pensions and CIS work is handled by separate departments within the company.

## Learning new skills

Our diverse client portfolio exposes our accountants to most areas of accounts and tax, enabling them to gain a wealth of experience in a relatively short space of time.

As our clients use a variety of accounting and bookkeeping systems, our accountants quickly develop new skills and ways of working.

We find this diversity creates a uniquely challenging and exciting work environment where no two days are ever the same. Even our most senior accountants are still learning and improving their skills on a regular basis.





## Maintaining standards

All work goes through a quality control process whereby it is checked by other accountants in the firm to ensure we're always producing accurate, high quality work for our clients.

## Managing your workload

We don't believe in micro-managing our staff. Our accountants are expected to take the initiative when organising the work they undertake on a day to day basis.

We only ask that they consider their clients' upcoming deadlines when prioritising their work.

## Building your portfolio

Once accountants have been fully trained and are up to speed with our systems and working processes they will be allocated work from their colleagues.

After a short period of time, they will then start to be assigned clients so they can begin to build up their client portfolio.

This allows our accountants to work regularly with the same clients, providing continuity and a point of contact for any accounts or tax related questions they might have.





## Career progression

We strongly believe that training our employees is an investment in the future success of our business. This is why we cover all costs associated with their training and CPD, including any membership fees, both pre and post qualifying.

We are registered ACCA and AAT employers and endeavour to support our employees with whatever qualification or career route they choose to follow.

## Training and development

In addition to this, comprehensive training will be provided to all new employees in any systems or areas of accounts, VAT or tax so they can successfully fulfil their new role within the team.

If you join us at either an Accounts Junior or Accounts Semi-Senior level then a clear pathway to becoming an Accounts Senior will be outlined to you.

Your development will also be regularly reviewed by an Accounts Manager to ensure you're happy with the progression rate.

Due to our consistent annual growth rate, there is ample opportunity for career progression. We envisage even more opportunities becoming available moving forward as new roles become defined.





## Benefits

As a company we actively strive to create a friendly and collaborative working environment across all of our teams.

Quarterly staff events are paid for by the company to encourage this, and any member of staff can suggest what we do next. Participation isn't mandatory, but always welcomed!

You will be working in a relaxed atmosphere with a casual dress code. Free smoothies and lunch are provided.

We also have an onsite gym, staff lounge, a reading nook, and a gaming area which staff are more than welcome to use outside of work hours and on breaks.

Other benefits may include:

- ✓ An additional day holiday for each year with the company
- ✓ An additional day off on your birthday if it falls on a weekday
- ✓ CPD and training costs paid for by the company
- ✓ Cycle to work scheme

## Free private mental health support

We are committed to supporting our employees' mental health, both inside and outside of the workplace.

You will have free access to private counselling sessions with a licensed therapist, paid for by the company.







## Interested in becoming part of the team?

See our current vacancies and apply online  
on our Careers page.

**[View vacancies](#)**

