



## Operations administrator (Maternity cover)

**Job Title:** Operations Administrator (Maternity Cover)

**Reports to:** Chief Operations Officer (COO)

**Hours:** 20 per week | **Start Date:** ASAP

### Position Summary

We are looking for a proactive and organised **Operations Administrator** to provide maternity cover and help keep our business running smoothly. This varied role combines office administration, client support, and light finance tasks. You'll work closely with the COO and management team, playing a key part in ensuring excellent client service and efficient day-to-day operations.

### What You will Be Doing

#### Finance & Admin Support

- Reconcile bank accounts and raise invoices.
- Chase outstanding payments and issue statements.
- Maintain records for Tax Investigation Insurance.
- Provide simple financial reports as required.

#### Client Support & Communication

- Act as a first point of contact for client queries, responding promptly and professionally.
- Support new client onboarding, including engagement letters and quotations.
- Handle client enquiries and escalate issues where needed.

#### Office & Team Support

- Answer calls, manage emails, and provide general admin support.
- Schedule meetings, book training sessions, and arrange team events.
- Take meeting minutes and track action points.
- Ensure Health & Safety requirements are met.

#### Systems & Processes

- Keep systems updated (Xero, Senta, Practice Ignition, Microsoft Office, Dropbox, GoCardless).
- Help ensure processes are followed consistently across the team.
- Use AI tools and digital assistants (e.g., ChatGPT, Perplexity) to work more efficiently.



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### What We are Looking For

#### Must-haves:

- Previous admin experience (finance support a plus).
- Proven experience using Xero (essential).
- Strong organisational skills and attention to detail.
- Confident communicator (written and verbal).
- Proficiency with Microsoft Office (Excel essential).
- Able to prioritise and work independently within deadlines.
- Comfortable working in a multi-cultural team environment.

#### Nice-to-haves:

- Experience with Senta, Practice Ignition, Dropbox, or GoCardless.
- An interest in learning and applying AI tools to streamline tasks.

#### Why Join Us?

- A supportive, collaborative, and multi-cultural workplace.
- Flexibility with part-time hours (20 per week).
- An opportunity to make a real impact in a hands-on role.

#### How to Apply

Please submit your CV and a short video explaining why you are interested in this role and how you see yourself contributing to Alexander Rosse to [vacancies@alexanderrosse.co.uk](mailto:vacancies@alexanderrosse.co.uk). Please state your salary expectations.

Alexander Rosse is a dynamic and inclusive business, committed to fostering a workplace that values diversity and promotes equal opportunities for all. As part of our dedication to creating an open and supportive environment, we encourage applications from individuals of all backgrounds.