

## JOB DESCRIPTION

Name:

Role:

Business Services Student

Team:

Business Services

## Our Values PASSIONATE, PERSONAL and PROFESSIONAL



## **PURPOSE OF ROLE**

- To learn the relevant technical skills and to work as part of the Business Services team by applying those technical skills and by carrying out tasks under close coaching and supervision
- To take responsibility for individual assignments, ensuring the effective and timely delivery and the quality of service meets the firm's aims

## **REPORTS TO**

- You will report to Directors, Associates, Managers, Client Managers and Seniors

## **MAIN AREAS OF RESPONSIBILITY**

### **Technical**

- Gain appropriate practical experience and technical knowledge to enable you to fulfil the purpose of your role
- Complete multiple Business Services assignments and associated other work under supervision from Managers, Client Managers, Seniors and Semi-Seniors
- Carry out bookkeeping work as directed by the Line Manager / Supervisor
- Complete management accounts as directed by the Line Manager/Supervisor
- Develop a good working knowledge of the firm's systems and processes
- Be accountable for the planning and completion of the work assigned to you
- Perform routine tasks as directed by other Team Members

### **Building Relationships**

- Communicate with Team Members effectively, via telephone and email and face-to-face
- Raise queries and communicate problems with Team Members
- Communicate with your fellow team members to ensure they are kept fully up-to-date of your progress on assignments
- Communicate with clients and third parties (such as solicitors and banks) when required

### **Commercial and Entrepreneurial**

- Demonstrate a commercial approach by ensuring your work is performed in the most efficient and professional manner possible

## **AREAS OF RESPONSIBILITY FOR OTHER FUNCTIONS**

### **ADMINISTRATION**

- Complete your timesheet in a timely manner
- Maintain your Outlook calendar and ensure it is fully up-to-date at all times

## **HR**

- Performance Management
  - Complete Assignment Reports
- Student Review Meetings
  - Complete Student Review Meeting documentation
  - Attend Student Review Meetings
  - Complete Action Points arising from Student Review Meeting
- 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**

- Study for and progress through your examinations in accordance with scheduled deadlines
- Sign-off skills completed on the Skills Evaluation Forms, as appropriate
- Regularly meet with your Line Manager, to ensure you are performing work at the right level and of the right type.
- Complete your online training records in a timely manner
- Complete Assignment Reports for assignments undertaken in a timely manner and chase for completion
- Ensure your Training File is fully up-to-date for review at all times

## **MARKETING**

- Assist in marketing and promotional activities of the firm as requested

## PERSON SPECIFICATION

### QUALIFICATIONS AND SKILLS

- Good GCSE grades, including Maths and English or
- Good A level grades
- 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*:**

- Understands the firm's ethos of 'passionate, personal and professional' and uses this in your approach to work and clients, and follow the service standards set.
- A personal approach is applied to everything you do, internally and externally; ensuring you always consider the recipient of your communications and actions.
- Always behaves professionally; demonstrates strong moral values; uses common sense and practical approach to overcome problems, applying sensitivity in difficult or tense situations.

### TECHNICAL

- Learning and developing technical competence by completing a professional qualification.
- Applies self diligently to learning and understanding technical skills, on-the-job training and business processes.
- Raises queries and communicates problems with team members without delay.

### TEAM DEVELOPMENT

- Completes tasks within timeframes under close supervision.
- Participates actively in all formal learning and development opportunities.

### BUILDING RELATIONSHIPS

- Has good verbal and written communication skills.
- Works co-operatively in teams.
- Establishes rapport with peers.

### LEADERSHIP

- Understands performance expectations and works to achieve these.
- Understands the need to demonstrate strong professional values.

### COMMERCIAL AND ENTREPRENEURIAL

- Develops an awareness of the firm's vision and business strategy.
- Develops an understanding of the firm's business plan and your role in achieving it.
- Develops a commercial focus, and ensures issues or problems are identified and communicated at the earliest opportunity.