

# Up Moving On

Supporting East Sussex residents, living in supported and temporary accommodation, to secure an apprenticeship or employment, and permanent housing.

**Employer:** Knill James Chartered Accountants

**Location:** Lewes, East Sussex

**Hours:** 36.25 hours.

9:00 - 5:15 Monday - Friday.

**Role:** Apprentice Admin Assistant L2 Customer Service Practitioner (18 Months)

**Salary:** £12,500 per annum


## What is the job?

This is a perfect entry level opportunity for someone looking to start their career in office administration and undertake the level 2 customer service apprenticeship. Working with our friendly professional support team you will have the opportunity to learn a variety of administrative tasks that contribute to the day to day running of the practice. Knill James LLP is an innovative firm of chartered accountants and business advisers based in Lewes providing one-stop specialist advisory and compliance services to help clients develop and drive their business and optimise their tax. No prior experience necessary, full training will be provided.

## Your duties include, but not be limited to:

- Assist with the administration and day to day maintenance of the practice management system (CCH) to include data inputting and setting up clients
- Running of standard reports
- Assist with the administration of data to ensure compliance with GDPR
- Switchboard duties, transferring calls, taking and passing on messages promptly & courteously
- Greeting & dealing with visitors to the office in a professional manner
- Handling meeting room bookings
- Writing and sending emails to colleagues and departments relating to client queries or administration
- Scanning & filing of paperwork in a timely & organised manner
- Incoming and outgoing post



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- Stationery monitoring and ordering
  - Develop knowledge of KJ IT systems to be able to support and solve end user queries
  - Support the firm in the direction of paperless working
  - Any other ad hoc administrative duties the team may require support with.

#### What skills do I need? The top 3 skills for this post are:

1. Good working knowledge of Microsoft packages and a keen interest in developing IT
2. Diligent and organised
3. Attention to detail.

#### What attributes or other qualities do I need? Top 3 attributes for this post are:

1. Demonstrates efficient planning and organisational skills
2. Effective interpersonal skills - confident to communicate with people
3. Friendly & efficient telephone manner

#### What experience do I need?

GCSE's including English & Maths to a high level.

#### What Else does the job offer?

- Dedicated mentor and external coach through our training provider to support you through your studies
- Invaluable hands-on work experience in a friendly, supportive and encouraging working environment
- The opportunity to work alongside like minded individuals and learn from trusted experts
- A professional and fun environment to work in
- Team social events and the opportunity to take part in local charitable events
- To be part of a progressive, ambitious firm with career development opportunities beyond qualification
- To be part of something even bigger through our membership with the UK200 Group
- Competitive benefits - for a summary of our range of benefits please see our website

**Closing date:** 31st May 2022

**Additional information:**

Company website: <https://www.knilljames.co.uk/>

To find out more about this post and the extra support offered to help you apply, including how to access bursary payments on the Moving On Up programme, please email: [movingonup@sussexcommunity.org.uk](mailto:movingonup@sussexcommunity.org.uk) Please note that referrals must be made by a support worker or other professional who supports you.

