**Receptionist / Administrative Assistant**

**Location:** In-Person Carmarthen Office, Wynne & Co Chartered Accountants

**Job Type:** Part-time, Permanent

**Working Hours:** Monday to Friday, with specific working hours to be discussed

**Salary From:** £24k pa (pro rated) depending on experience

**About Us**

We're Wynne & Co Chartered Accountants, a medium sized, multi-award-winning accountancy practice based in West Wales.

We do things a little differently here. Yes, we're Chartered Accountants, but we're also real people with a friendly, family feel to our team. Our clients trust us because we give them straight answers and real support and we do the same for each other.

We're ambitious and growing quickly, and we need another great person to help keep things running smoothly. We care a lot about the culture we've built, open, respectful, inclusive and we want to protect that as we grow. We're proud to be a neurodivergent and disability-inclusive employer, having achieved Disability Confident Employer Level 3.

**The Opportunity**

We're looking for a friendly, confident and organised Receptionist / Administrative Assistant to join our Carmarthen office on a part-time basis, working Monday to Friday.

This is a varied, hands-on role where you'll help keep the day-to-day running of our busy office organised and efficient.

You'll often be the first person our clients speak to or meet, so a warm, approachable and professional manner is really important.

We're looking for someone who enjoys being organised, takes pride in their work and is happy to get stuck in. Someone who can use their own initiative, manage their workload and work independently, while also being a supportive part of the wider team.

No two days are quite the same, so if you enjoy variety and being part of a friendly, busy office, this could be a great fit!

**What You'll Be Doing**

**Reception & Client Support**

- Providing a friendly and professional welcome to clients and visitors

- Answering incoming telephone calls and directing enquiries to the appropriate team members
- Managing diaries and booking appointments
- Handling incoming emails and making sure they're dealt with properly
- Assisting with credit control, including monitoring outstanding client payments, sending payment reminders, following up on overdue invoices, calculating payment plans and standing order amounts in line with our internal procedures, and maintaining accurate records.
- Handling incoming and outgoing post
- Maintaining client records, ensuring documents are kept organised, and contacting clients to arrange collection of their records when ready
- Assisting the team with other general administrative tasks

**What We're Looking For**

We're not necessarily looking for someone with years of experience in an accountancy practice. What's more important to us is finding the right person with a positive attitude, a willingness to learn and a genuine desire to do a good job.

Ideally, you'll be someone who:

- Is friendly, approachable and confident speaking with people
- Has excellent organisational skills and attention to detail
- Can manage multiple tasks and prioritise their workload
- Is comfortable working independently
- Has good written and verbal communication skills
- Confident using Microsoft Office, particularly Excel, with the ability to create, update and maintain spreadsheets accurately.
- Strong numeracy skills, with the ability to confidently calculate payment amounts, outstanding balances, payment plans and standing orders.
- Comfortable discussing outstanding payments with clients in a friendly, professional and confident manner.
- Understands the importance of confidentiality when handling client information
- Is reliable, adaptable and happy to support colleagues when needed
- Has a positive attitude and enjoys being part of a team

**Desirable, but not essential:**

- Previous experience in reception, administration or customer service
- Previous experience using Excel
- Previous experience working in a professional office environment

**What We Offer**

We believe work should be somewhere you feel comfortable, valued and supported.

Here's what you can expect from us:

- A genuinely friendly, supportive team with a positive working environment
- A relaxed approach to dress code, we care about the work you do, not what you wear
- Trust and autonomy to get on with your work, with support whenever you need it
- Opportunities to learn new skills and develop within the business
- A workplace where your ideas and contributions are valued

**Additional Benefits**

- Company pension
- Free parking
- Private medical insurance

Any offer of employment is conditional upon satisfactory references and right-to-work checks.

**Ready to Join Us?**

Send us your CV along with a short message, email, voice note or video telling us a little bit about yourself and why you'd like to join Wynne & Co.

We’re happy to make reasonable adjustments throughout the application and interview process, so just let us know what you need to perform at your best.