

Forward thinking
Straight talking



Client Accounts Assistant

JOB SPECIFICATION

Gateley / SMITHERS
PURSLOW

POSITION:	Client Accounts Assistant
LOCATION:	Chester
CONTRACT TYPE:	Permanent

The *role*

We are looking for a Client Account Assistant to provide essential administrative and coordination support. You will work closely with the Client Account Manager and wider technical teams to keep workflows moving, ensure accurate reporting and maintain a high-quality service to clients, homeowners and suppliers.

You'll be responsible for preparing and issuing reports, coordinating inspections, managing appointments, and supporting the wider team during peak periods or staff leave. The role requires strong organisation, clear communication and a proactive approach to problem-solving.

You will be responsible for the following:

- Prepare and type technical reports, ensuring accuracy and timely completion.
- Allocate the primary resource for each job where required.
- Book one-off technical inspections and coordinate logistics.
- Manage homeowner appointments via phone and email, ensuring clear communication and accurate records.
- Support the programming and coordination of work during periods of high demand.
- Issue scheme reports to client and homeowners, ensuring correct distribution to all stakeholders.
- Liaise with external suppliers, ensuring smooth communication and coordination.
- Request purchase orders (POs) as part of aged-debt management.
- Prepare outbound mail including letters and flyers for franking and postal dispatch.
- Assist with online booking forms and digital submissions as required.

The *team*

Gateley Smithers Purslow is a multi-disciplinary independent private practice established in 1978, who specialize in civil and structural engineering, building surveying, cost consultancy, architecture and planning, insurance claims, and heritage conservation. The company includes highly skilled professionals such as Chartered Building Surveyors, Chartered Structural Engineers, and Architects, who operate across the UK within the insurance market.

The firm is committed to providing practical and workable solutions for building and infrastructure projects, serving a diverse range of clients in both the public and private sectors.

Gateley Smithers Purslow hold an LR ISO 9001 certified Quality Managed System and have achieved Investors in People Platinum status, to prove their commitment to creating a people focused culture.

The *person*

Candidates will be able to demonstrate the following attributes:

- Detail-focused, with the ability to produce accurate reports and maintain meticulous records.
- Confident in communicating, both in writing and over the phone with internal and external stakeholders.
- Proactive and solutions-driven, able to respond to changing demands and support wider programming needs.
- Comfortable managing multiple tasks, prioritising effectively in a fast-moving environment.
- Collaborative, with a positive, team-minded approach and a willingness to step in and support others when needed

The *benefits*

With support, coaching and feedback from some of the most engaging colleagues around our great development and progression opportunities will reward your commitment and loyalty. We offer a competitive remuneration package where you'll be rewarded for your individual performance with an opportunity to receive an annual bonus.

In addition, we have a wide range of learning and development opportunities via our Learn platform to develop new skills and progress your career. Our My Flex comprehensive rewards package includes options covering annual leave (and the benefit of purchasing extra days), cycle to work, critical illness benefit, employee assistance programme, group personal pension, health care, season ticket loan and many more benefits (grade dependent). Finally, with Perks At Work/Home you can select a host of retail benefits that suit your needs alongside a Community Online Academy, free courses for all from fitness to coding to languages to hip hop dance.

We are *Gateley*

We are forward thinking and straight talking, our approach is to find solutions to the problems that our clients face. Gateley is a legal and professional services group, we are a group of formidable experts in all areas of law and business. Passionate problem solvers, we get our kicks from finding the right answers and getting our legal and business clients where they need to be. We support more than 5,700 active clients, ranging from FTSE 100 companies to private individuals, in the UK and beyond. Being part of Gateley is not just about the expertise that you bring; it's about attitude too.

The 'Gateley Story' is the story of our people and our culture. It is what has got us to where we are today as a successful business and it's the driving force behind the Gateley Team Spirit and the values that have shaped it. We have a set of shared internal values that capture what the Gateley Team Spirit is and this includes five elements that bind us all together as one Gateley: Ambitious for Success, Forward Thinking, Room to Breathe, Trusted to Do and Working Together. Every year across the group, we recognise members of our team that have gone and above and beyond and have lived these shared values. They are recognised at our annual Gateley Team Spirit awards.

Diversity, inclusion and well being

Diversity, inclusion and well being is an important part of Gateley's culture and values. We recruit talented people from a diverse range of backgrounds and cultures, providing equal opportunities for all to join our team regardless of age, sex, race, sexual orientation, disability, or culture.

We create an exciting and rewarding place to work that aims to fulfil everyone's potential and together to achieve personal and business goals. We offer flexible working patterns to help our staff achieve a good work/life balance and we encourage candidates seeking flexibility in their next role to apply for any of our vacancies.

We are proud to have been recognised by The Law Society as gold standard for our Diversity and Inclusion Charter and to be Stonewall Diversity Champions.

Additional Information

If you are successful in receiving an offer of a role with our company a variety of pre-employment screening checks will be completed. Our screening checks can include but are not limited to your eligibility to work, professional and academic qualifications, any criminal records, your financial stability and references from previous employers. The screening that takes place will be relevant to your role and will vary from role to role.



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