



QuestGates Careers and Vacancies

JOB TITLE: Accounts Assistant

DIVISION: Central – Finance

OFFICE: Birmingham

We are looking to recruit an Accounts assistant within our Finance Team, based in our head office in Birmingham on a hybrid basis.

The role involves supporting daily financial operations, including credit control, reconciling client accounts, handling claims payments, and ensuring accurate recording of financial transactions. You will assist with month-end reporting and compliance checks. A strong understanding of accounting principles, excellent organisational skills, and the ability to manage multiple tasks within tight deadlines are essential. Prior experience in insurance or financial services is highly desirable.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service on behalf of QuestGates.

Key Skills:

- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability and willingness to adapt and diversify from a day-to-day responsibility, taking on different task, as required by the business

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times, maintaining professionalism and a client-focused attitude
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To use your technical knowledge and experience to chase all overdue debts in a polite and professional manner, ensuring effective credit control practices are followed



- To deal with all customer queries in a timely manner, seeing the query through to its conclusion
- To produce monthly statements to clients where required
- To participate in project work; including system and process development, improvements, integration of subsidiary entities, and software implementation
- To maintain complete and accurate sales ledger records
- To manage scheduled payment runs and process manual or ad-hoc payments as needed
- To support the client accounting function, including updating cash books, and bank account and float reconciliations
- To produce monthly and ad hoc reports to clients, in relation to client fund accounts
- To use your technical knowledge and experience to assist with resolution of queries in a professional and timely manner
- To collaborate proactively with other parts of the business
- To support and contribute to additional ad-hoc projects as required by the business
- To actively promote and uphold the principles of Treating Customers Fairly (TCF) across all interactions and processes

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

Hours of work:

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.



Closing Date for Applications:

Close of business on Friday 4th July 2025.

Contact details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.