



QuestGates Careers and Vacancies

JOB TITLE: Client Accounts Assistant

DIVISION: Finance

OFFICE: Birmingham

We are looking to recruit a Client Accounts Assistant within our Finance Team, based in our head office in Birmingham – Part time hours will be considered.

The role involves providing first class customer service to our clients and colleagues. Handling client account payment queries to conclusion and ensuring client specific service level criteria is met.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product 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 roll, 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
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To deliver exceptional customer service at all times, maintaining professionalism and a client-focused attitude
- To use technical knowledge and experience to prepare accurate bank reconciliation reports



- To manage scheduled payment runs and process manual or ad-hoc payments as needed
- To handle payment queries efficiently and professionally, resolving issues in a 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 promote and support the TCF principles

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 13th June 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.