

Employer: FreeAgent

Position Title: Junior Customer Support Accountant

Start Dates: Throughout June, July, and August

Contract Hours: Full Time

Contract Type: Permanent

Salary Band: £21,000 - £25,000

Location: Edinburgh

How to apply: Send your CV and cover letter to talent@freeagent.com

FreeAgent

Unique opportunity for accounting professionals, passionate about customer service.

FreeAgent aims to remove the stress and pain of dealing with business finances. From the very beginning in 2007, our aim was to create a product that would make an impact and improve the lives of micro-businesses in the UK. Now FreeAgent is one of the UK's most popular online accounting software providers, with over 125,000 customers.

Not to blow our own horn ... but Accounting WEB even named FreeAgent the top bookkeeping product of 2020 and 2021. And in 2021 our mobile app was also voted 'Client App of the Year' by ICB LUCA. The list could go on!

It's not just our customers who love us, our employees do too 

Find out more on [Glassdoor](#).

We believe in the power of a collaborative, high-performing, and diverse team. We'd love you to join us on our journey.

Our Support Team

We pride ourselves on our exceptional customer support, and to help us continue this we're looking for accounting professionals who are interested in a career in fintech, to compliment and grow our experienced team of qualified and part-qualified bookkeepers and accountants. We invest in our people, providing in-house learning and development opportunities as well as support for further studies, to ensure we continue to meet our high standards and have a happy, diverse and high-performing team.

Day to day you'd be helping users by:

- being the first point of contact for our customers, via phone, email, and online chat, and responding accurately and promptly to customer queries
- providing training to customers by way of outbound calls, both to people who are currently on a free trial, as well as subscribers who request further training
- proactively contacting users to see if they need help
- helping people who are interested in the product, but need more information to decide if it's right for them
- assisting the product teams by testing new features or upgrades to existing functionality

Ideally you'll:

- have an accounting degree or completed accountancy related studies
- have a thorough and robust knowledge of accounting processes, ideally supported by practical experience
- be highly computer-literate and tech-savvy, understanding that online engagement is crucial to the success of our business
- have a clear understanding of the issues facing small businesses, and a keen interest in how the right financial software can help them
- have an awareness of the bookkeeping and accounting software packages available to small business owners and perhaps have some experience using one or more through studies or work experience
- enjoy providing first-rate customer service and have experience of this from a previous role

Anyone looking to complete their CIMA or ACCA should note that this role will not provide an opportunity to gain the practical experience necessary for these qualifications.

Perks 🎁

Annual salary £21,000 - £25,000 per annum depending on experience. If you're a more senior practitioner in this area we'd still love to hear from you, as there may be some flexibility on salary for the right candidate.

We pride ourselves on creating a fantastic place to work, including (but not limited to!) the following:

- 33 days holiday (and an extra day for each year you're with us)
- Flexible/hybrid working
- Private health care
- Life assurance
- 5% matched pension contributions

- Summer 4 day weeks (giving you 7 additional days off!)
- Buy-as-you-earn share schemes
- Sabbatical leave (unpaid)
- Cycle to work scheme
- Wellness webinars
- Focused learning time and learning budgets
- Volunteering day

Our work life

We believe in a strong work-life balance, we don't work long hours (35 hour working week), and we have a fabulous Edinburgh HQ expertly designed for collaboration including high-quality A/V equipment to provide a great experience for distributed teams.

At FreeAgent, we support each other and operate a no-blame culture. Our mindset is: work hard, be nice to people, and the rest will sort itself out!

This is a permanent, full-time role (Monday to Friday, 9am to 5pm). This role will be based in our Edinburgh office, however, there will be an opportunity to adopt hybrid working, working under an agreed pattern from both the office and at home each week. Working from home is second nature to us as we have been championing remote working for 14 years.

How to apply

We hire smart, talented people (like you!) to make FreeAgent even better.

Our application process is simple: upload your CV and answer a few questions about why you want to work with us. Our selection process includes:

- A phone call with a member of our Talent Team
- An in-office interview incorporating a practical exercise
- A final in-office interview, with a short behavioural assessment

We work hard to make the process straightforward, transparent, and enjoyable.

FreeAgent is an equal opportunity employer. We strongly encourage applications from people with varied backgrounds and perspectives. All applicants are considered for employment without attention to ethnicity, religion, sexual orientation, gender identity, age, family or parental status.

Want to find out more? Email any queries to talent@freeagent.com