Thank you for your interest in working with me. This document is to provide an outline of how I like to work with clients & what my expectations are. Please let me know if you have any questions so we can discuss them.

Services

As a Virtual Assistant I offer the following services;

• Admin & Organising

• Email & Diary Management

• New Business Start-Up Support

• Bookkeeping, HR & Payroll Management

• Events, Travel & Project Management

• On-Site Support

• Research

• Additional Support

• Personal Shopping

My skill set is varied due to my career history, I’m constantly looking for ways to help your business and streamline the process. During our initial discovery call, we will discuss the level of support you need both for you and your business.

**Working with me**

I have to say that I won’t be the right fit for every client and that’s okay! I will only work with clients where I feel I am the right fit, and that I feel my style of working will complement yours.

I appreciate it can be extremely difficult when you first outsource work and a great level of communication and discussion is required in our working relationship but I’m happy to use my initiative and to make suggestions too.

**How do we start?**

If, after our initial call we are both happy to commence working together, I’ll draw up a quotation for the work. This, along with my terms and conditions will be sent to you for signature via Hellosign.

Should you decide to go with either my daily rate or one of the retainer packages the initial payment is required upfront to secure my time. Once this and the initial payment has been made, we will get started with a call, video call, or email to discuss the finer details.

For security purposes, I prefer to use an application called Lastpass, meaning I never have access to your passwords. If you would prefer not to use this application and your happy to share a password then can be discussed in our discovery initial discovery call.

**Working Hours**

My normal working hours are from 9 am to 5 pm Monday to Friday. Please be aware I won’t always be able to respond to messages and emails immediately as when I'm ‘on the clock’ for a client, I don’t pick up emails so that I can avoid being distracted.

I will keep you informed of any holidays or time off well in advance.

How to give me work

I am happy to receive work either by email or via a task management system, such as Asana, Trello, etc.

**When I will do your work**

When you send me work, please let me know your precise deadline date, i.e. ‘when you can do it’ makes it difficult for me to understand your priorities! I reserve hours for my retained clients each month and ad-hoc work fits around these.

As I manage several clients, it’s difficult for me to accept work at the last minute, so it’s really useful to have as much notice as possible, so I can plan my workload. I typically plan my week by blocking out a set time for each one of my clients.

**How to contact me**

I regularly schedule catch-up calls with clients, via telephone, Whatsapp or Zoom.

For day-to-day communication, I’m happy to communicate via email, or Whatsapp

**What is chargeable?**

Virtual Assistants bill you for their time and therefore work with online timesheets, clicking in and out as they switch between clients.

Unless you’re paying a fixed project fee, you can expect to be billed for everything I do and this includes responding to emails about your work, doing your work, meeting you about your work or discussing your work over the phone.

**Rates**

My hourly rate for virtual assistance on an ad-hoc basis is £25 per hour. This allows you to pre-book my support as and when you need it, but with no ongoing commitment. This is suitable for one-off projects, if you only need support during busy periods, or if staff are off sick or on holidays. For this service you will be invoiced at the end of the month and payment must be received within 7 days.

If you’re looking for consistent, regular support, my retainer packages are more cost-effective and secure my hours for the month.

**How do my retainers work?**

A lot of the clients I work with, I offer ongoing monthly support. From experience, I’ve found most people prefer to have a set amount they pay each month which is where my retained hours come into effect. The main benefit being that you are invoiced for a specific number of hours each month, which helps with budgeting. I typically offer these in increments of 10-hour blocks, the more hours you sign up to there is a slight reduction in my hourly rate.

Block bookings are charged in advance for the month ahead, and not the month just gone and are invoiced on the 23rd of each month.

Why do you pay upfront? Because you are paying to retain (and guarantee) my time, so you know that you have X number of hours to use every month.

If the purchased hours aren’t used up within the month, no more than 2 hours can be carried over to next month.

Any additional hours required on top of the purchased hours will be charged at my usual hourly rate of £25 per hour.

We will have regular reviews to ensure that you are on the most appropriate package for you so that you can always get the best value for your money.

|  |  |
| --- | --- |
| **Description** | **Rate** |
| Pay As You Go | £25 per hour |
| Daily Rate  *Paid in advance to secure my time* | Prices start from £200 per day (8 hours) |
| Retainer Packages;  *Paid in advance to secure my time* |  |
| 10 Hours | £250 |
| 20 Hours | £480 |
| 30 Hours | £690 |
| 40 Hours | £920 |

**What if there is a problem?**

There is always a learning curve with a new VA, just like there is when you take on an employee.

Please allow time for me to bed in and get to grips with your systems and your style of working. This adjustment period is not only for me, but I find it’s for each of my clients too. For most people working with a VA is an entirely new style of working, very different to that of having a full-time employee. However, most of my clients embrace the flexibility this brings, along with the money they save by only paying for the hours of support they need.

The best way to ensure we get off to the best start is;

* Give me all the information and access I need to deliver great work.
* Commit time to make the relationship work with both upfront and regular calls.
* Let me know straight away (within 36 hours) of me delivering a piece of work if there is something, you’re unhappy with.
* I’m happy for you to suggest ways to improve things, please allow me to do the same.

And please if there’s something that isn’t working for you, please raise this with me.

**Anything else?**

Hopefully, this gives you a clear understanding of how I work, but if you think I’ve missed something do let me know.

References are available on request.