









Frequently Asked Questions

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1. **What is a Virtual Assistant?** A Virtual Assistant, or VA for short, is a self employed experienced professional working from their own offices. They provide you with anything from administration support to a full PA service. Their expertise is available as and when you need it. They are not temps or an employee of your company. They are contractors who provide support to individuals, small businesses and larger organisations.
2. **Why should I outsource to Diamond Secretarial?** Diamond Secretarial can focus on the administration side of your business, allowing you to focus on the running of your business. Outsourcing eliminates the need for you to employ staff which actually saves you money! It costs an employer a minimum of 2.5 times an employee's salary to actually employ them.
3. **Do I need a VA if I have employees?** Absolutely, Virtual Assistants provide support if your employees are overwhelmed with work, on holiday, or on maternity/sick leave.
4. **How can you work for me when you are not in my office?** We communicate with your regularly in order to get instructions from you or to receive/return work. It will just be like we are in the same office.
5. **I would sometimes require support at weekends, bank holidays etc, would this be a problem?** Not at all, we can tailor the project around your requirements, we would require you to give us as much lead time as possible, but we understand that sometimes it just has to be completed ASAP. Please note that surcharges may be incurred but these will be detailed at the time of project being discussed.
6. **How can I be sure of confidentiality?** All documents are password protected and projects are not discussed with other clients. Diamond Secretarial is registered with and complies with the Data Protection Act 1998.
7. **What am I paying for, and are there any hidden costs?** You only pay for the time spent on your project – you will never pay for lunch breaks, coffee breaks or interruptions. There will be no hidden costs. All costs are communicated to you before the project starts.
8. **How long will it take you to complete the project?** We will estimate based on the information from you, how long the project will take to complete. If there are any changes to the length of time, then you will be notified of these as soon as possible. For most tasks we offer a turnaround time of 2 working days.
9. **I do everything by myself, why should I consider working with a VA?** Sooner or later you will realise that you simply cannot keep doing everything yourself. Something will have to give! When you delegate work to a VA and allow them to provide you with pro-active support to reach your aims, you free up your time and energy for many other things such as:-

-  Making your business grow;
-  Spending more time with your family;
-  Dealing with new business opportunities; and
-  Balancing home and work responsibilities.

10. **It sounds interesting not to have to share my office with someone else, but why would I employ someone who lives miles away?** One of the advantages of having a VA is that you do not employ anybody. When working with a VA, you gain a business partner. VAs are not looking for another job, they choose to work with clients that wish to be successful in their business. People work with VAs because:-

-  They have no space for someone else in their office;
-  They do not wish to have someone in their office;
-  They do not have enough equipment for a member of staff;
-  They do not want the associated cost of hiring an employee.

11. **Wouldn't it be cheaper for me to hire a temp or part-time employee?** No, employees are very expensive and you are unlikely to find an employee or temp that can offer you the range of services that we can. There are also the training implications, which will tie up either yourself or another member of your staff.

12. **Why shouldn't I get a temp instead of working with a VA?** You can however in the experience of those that have tried it, this has not always worked out in the end. Temporary secretarial services are cheaper – this is true. The problem is that the temp does not get involved with the client; you must prepare a great deal of work before delegating it to a temp; and even then they cannot always understand what you require to be done.

Once you VA gets to know your business she can adequately assist you. The more your VA knows about your requirements, the less time will be needed to get the job done, saving you time and money.

You only pay for the time and services you require with a VA. Whereas, with a temp, not only do you have to pay the agency, but you also have to pay the temp regardless of whether they are fully occupied.

Also, every time you hire a temp, you will almost certainly get a different person. The time and money spent training this new person can be saved by hiring a VA. Furthermore, when hiring a VA, you don't have to worry about extra space, furniture, equipment, overtime, pension contributions, coffee breaks, sick leave, holidays, bonuses, training or insurance cover as you would for temporary staff.

If you have any questions that you would like to see added to our frequently asked questions then please email us at admin@diamondsecretarial.co.uk and we will respond to your question and update this document.