
Virtual PA Service

Introduction

Diamond Secretarial is a new concept in office support, as it allows you to work from a mobile office, whilst projecting a professional image to clients. We understand the complexities associated with managing a small business, and how much hard work it involves. Tasks such as bookkeeping, managing appointments and contacts, and even answering the telephone, are all time consuming and can often get in the way of actually running your business.

Imagine if someone could take on those roles for you, becoming part of your team and take the strain out of administration, and in doing so, freeing up your time and energy to focus on what you do best.

What is a Virtual Assistant (VA)/PA?

A VA is a self employed experienced professional working from their own office. They can provide you with anything from administration support to a full-time PA service. Their expertise is available to you as and when you need it. VA's are not temps, or an employee of your company. They are contractors who provide support to individuals, small businesses and larger organisations.

How does it work?

We provide a Virtual PA service, which provides you with all the benefits of a dedicated PA combined with the flexibility and cost effectiveness of outsourcing. Your Virtual PA can manage your appointment and contacts on your behalf, allowing you to utilise their organisation skills without requiring the office space and equipment, or incur the associated costs.

What are the Advantages?

There are many advantages and a few are listed here:

- No employer liabilities e.g. payroll taxes, national insurance contributions, holiday/sick pay, pension contributions etc
- Save on office rental, utilities, phones etc
- Flexible working hours – we are available when your staff are not
- Only pay for the time we spend on your project
- There is no standard contract, so you choose how much you wish to outsource
- No costly recruitment
- No training costs

Diamond Secretarial

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Frequently Asked Questions

How can Diamond Secretarial help my business?

If you cannot justify the expense of a full time member of staff, and you require high quality, cost effective support to cover holidays, illness, maternity leave and work overflow, then contact us.

How can you work for me when you are not in my office?

We will communicate with you regularly in order to get instructions from you and to receive or return work to you. It will just be like we are in the same office!

Wouldn't it be cheaper for me to hire a temp or part-time employee?

No. Employees are very expensive and chances are you would not be able to find an employee or temp that can offer you the range of services that we can. Agencies may charge a lower hourly rate, but you still have to accommodate them in your office with a workstation and equipment. There are also the training implications, which will tie up another member of your staff.

How long will it take you to complete a project?

We will estimate based on the information from you how long the project will take to complete. For most tasks, we offer a 2 day turn around time, however these can usually be completed quicker.

We need work completed urgently, can you meet the deadline?

Work will not be accepted if we cannot complete the project within the required timescales. Please note that surcharges may be incurred for urgent work, however this will be discussed with you.

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 fully complies with the Data Protection Act 1998.

When do you invoice?

Invoices will be sent out with the completed work and are payable within 14 days.

Where do I sign up?

Email us at admin@diamondsecretarial.co.uk or call us on 0845 108 3097 to discuss your requirements.