

Job Description: AAT Client Liaison & General Administrator (Freelance)

About AAT

Academic Audio Transcription Ltd is a UK-based specialist transcription and closed-captioning company with a social impact. Our clients are primarily academic researchers affiliated with higher educational institutions, as well as independent researchers, content creators, advocacy organisations, learned societies and museums. We also prioritise providing fairly-paid, accessible, flexible remote work for primarily disabled, chronically ill, and neurodivergent freelance transcribers, transcript editors and closed-caption professionals.

About the AAT Client Liaison & General Administrator role

The AAT Client Lead & General Administrator will join our existing administration and operations team as well as providing direct support to our Managing Director. We're seeking to build our administrative capacity to create more slack in our admin processes, execute our growth strategy, and create more scope for cover amongst our team as capacity fluctuates.

As AAT Client Liaison & General Administrator, you'll be primarily responsible for handling incoming inquiries from new and past clients (almost entirely via email), providing quotations, converting inquiries into bookings, and supporting clients and their institutions to onboard their projects on our server. After project onboarding, you'll act as a main point of contact for clients or institutions for any queries, updates, or other important information, throughout processing right up to project delivery. In addition to client communications, you'll also bear primary responsibility for handling incoming and ongoing queries about recruitment from prospective freelancers, supporting our Managing Director with all aspects of the recruitment process. You'll have a passion for great customer support, attention to detail and strong organisational capacities, including supporting others to be and stay organised. You'll be confident using MS Word and Excel, and have great document creation and management skills. You'll be comfortable with remote team and independent working practices and tools like Slack and Asana, and demonstrate a robust appreciation for the importance of communication in remote contexts. Lastly but perhaps most importantly, you'll have a strong commitment to disability-centred working practices built around accessibility, flexibility, compassion and professionalism.

Key responsibilities:

- **Administering client communications and support**, acting as a primary liaison for client inquiries and booking, project onboarding, approved supplier processes, and general project communications, including delivery, billing, deletion, retention, and related tasks.
- **Administering periodic recruitment phases**, fielding and actioning inquiries from prospective freelancers, supporting AAT's Managing Director and other team-members with recruitment processes and communications, plus administering new team member onboarding.
- **Work closely with AAT's existing Admin & Operations Team** to ensure proactive client support and management, related communications with other admin & ops team-members, collaborating with AAT's bookkeeper to ensure accurate and timely client billing, plus working with AAT's marketing and communications team where appropriate. Also providing cover and support to other admin & ops, finance and marcomms team-members when needed due to illness, flare-ups, etc (and vice versa!).
- **Work closely with AAT's Managing Director** as needed to support AAT's commercial- and mission-driven operational goals and business development strategy.

Contract-type: Part-time, remote, flexible, accessible work on a freelance contract (fixed-term or open-ended)

Hours: approximately 5-7 hours per week. **Rate:** £12.10 per hour.

UK-based applicants preferred.

To apply: Send a role-specific CV with a brief covering letter introducing yourself by email to hello@academicaudiotranscription.com by **Wednesday 15 November 2023**.