



SERVICE GUIDE

ActionPAs

Your success, Our priority





ABOUT US

Action PAs support business owners by reducing the amount of time they spend on organisational and administrative tasks so they can focus their time on growing their business. Replying to emails, booking appointments and client servicing are important tasks, but they don't make businesses money. Our clients are able to replace these duties with income generating tasks, making their time more profitable. Not only can we relieve some of your stress but, used correctly, we will be a profit center for your business. At Action PAs we will support you by doing those everyday tasks, improving your efficiency and giving you time to grow your business.

SATISFACTION GUARANTEED!

At Action PAs, our mission is to enable you, the business owner, to achieve your vision in both your business and personal life. Our executive level PAs have the experience necessary to effortlessly integrate into your business. They manage your time, calming your schedule, to allow you to focus on the tasks that create business resilience and growth. We have two executive packages to suit the busy professional. We come ready to work in your business with no start-up, training or equipment costs. Our packages are fully flexible, if you wish to switch between levels of support, you can do so without a notice period.

Professional FLEX

A flexible package that can be tailored to suit your personal and business needs. Your PA will streamline processes and take on the administrative tasks that get in the way of your strategic activities.

- Satisfaction Guarantee
- Skills and personality aligned to your business
- Flexibility to adapt your business needs
- Dedicated UK-based VA
- Access to the expertise and experience of the team
- One-month cancellation notice

Professional Flex Packages 2022	Package hours	Package Price
Pay as you go		33
Starter	5	165
Bronze	10	330
Silver	20	660
Ruby	30	990
Gold	40	1320
Diamond	50	1650

Executive PLUS

In addition to the professional flex package, you will get a VA with in-depth experience working with CEOs and directors, in specialist areas and a track record of delivering with minimal input. Our Executive Plus VAs have the added value of the high level expertise to anticipate your individual needs by managing complex tasks and adapting to different software and systems.

- Satisfaction Guarantee
- Skills and personality aligned to your business
- Flexibility to adapt your business needs
- Dedicated UK-based VA
- Access to the expertise and experience of the team
- One-month cancellation notice
- Free subscription to our Premium packages, which include:
 - Holiday cover whilst your VA is away
 - Monthly time reports
 - Quarterly Review of Services
 - Roll unused hours to the following month

Executive Plus Packages 2022	Package hours	Package Price
Pay as you go		40
Starter	5	190
Bronze	10	380
Silver	20	760
Ruby	30	1140
Gold	40	1520
Diamond	50	1900

Not sure which package to get?
With a plus package, you can meet in the middle and add 5 hours.

***All of our prices are subject to VAT.**



CALL MANAGEMENT

We know how important it is for business owners to focus on their business without any distractions, which is why we have a team dedicated to answering your phone when you're not able to. We have various packages to cater to your business's needs. Whether it's 24/7 services, covering holidays or diary management, we've got your back!

We ensure our clients are always on the most cost-effective package by reviewing the suitability at the start of every quarter (April, July, October, January).

What is included in Our “Minute Inclusive” Packages?

These packages are designed for our clients who require more than just a basic ‘message service’ and include:

What is included in the packages?

- Calls answered in your name.
- Name, number, email and a message taken.
- All other optional extra services
- More complex messages/FAQs/forms.
- Instant email and/or one SMS notification for each inbound call.
- End of day/week and/or month reporting.
- Dedicated account manager

Optional extras which are available

- 24/7 service is available.
- Call forwarding can be added
- All other optional extra services detailed below can be added.

Per Minute ‘PAYG’ rates

Hours included	Package	Monthly Fee*	Cost p/min*
Working Week Monday – Friday 8.30am – 6.00pm Out of Hours	Per Minute	£60	£1.50
‘OOH’ Evenings, Weekends & Bank Holidays	OOH/Per minute	£158	1.80
Voicemail	Description	Set up cost	Monthly Fee
	For OOH calls	Free	£12

***All of our prices are subject to VAT.**

	Number Type	Set Up Cost* (one off)	Monthly Fee*
Numbers	0800	£28.80	From £21.60
	0300 or 0333	£28.80	From £21.60
	01 or 02	£28.80	From £14.40
	International	Individual quote	Individual quote

	Service	Time	Monthly Fee*	Cost p/chat*
Website Live Chat	In-hours only	8.30am until 6.00pm Monday to Friday	£108	£1.44
	24/7	Evenings, Weekends & Bank Holidays	£223.20	£2.88

Other Call-Related Services

Service	Details	Cost*	Terms
Diary Management	Appointment making, cancelling, and scheduling	£43.20 p/m	Monthly
Diary Setup	Setting up a diary / transferring client information	£43.20 p/m	Hourly
CRM Management	Entering caller details into client's CRM	£43.20 p/m	Monthly
Order Processing	Sent on a message	£1.44	
Disaster Recovery	Processed on one system	£1.94 p/order	Monthly
	Processed on two systems	£2.74 p/order	
Fault Ticket Logging	Procedure implemented to protect business in the event of a disaster emergency	£36 p/m	Monthly
	Using client's system or ours from	from £57.60	Monthly



SPECIALIST SOCIAL MEDIA MANAGEMENT



Our social media team can manage and develop all of your corporate social media accounts, from daily management to targeted advertising, to expand your brand digitally.

The primary social marketing tools used for your business will vary depending on your business, in order to be most effective and engaging to your audience. We offer management of Facebook, Instagram, LinkedIn, Twitter, Pinterest, and YouTube, for small to medium sized businesses through the creation of branded images, graphics and video-slides, competitions, polls, etc, to make your social media accounts fresh and interesting.

So, as well as creating a regular posting schedule for the appropriate platforms, we assist with managing enquiries via messages and comments, updating Facebook/ Instagram 'stories' (where possible), sharing to relevant community or business groups (by location and field, where possible), to build your audience and grow your following.

Packages

Silver	One platform, posting once a day	£149 p/month
Ruby	One platform, posting three times per day	£179 p/month
Gold	Two platforms, posting three times a day on one platform and one/two posts a day on the other e.g. 3 posts/day on Facebook, 2 posts/ day on Instagram	£239 p/month
Platinum	Three platforms, posting three times a day on one platform, plus one/two posts on the other two platforms e.g. 3 posts/day on Facebook, 1/day on Instagram and 1/day on LinkedIn)	£299 p/month
Diamond	Platinum Package Plus a bespoke aspect: an additional brand or company alongside, writing blog entries, newsletters, etc.	

All above packages include:

- Creation of all branded graphics,
- Editing and branding of all content provided
- Post copy writing
- Comments and Messages managed and answered where applicable
- A dedicated account manager

The following packages cover the aforementioned benefits of specialist social media management. There is no minimum term, or cancellation fee, and if you require anything more we are always available to discuss bespoke packages with you.

***All of our prices are subject to VAT.**

A top-down view of a desk with a laptop, a pair of glasses, and several paper clips. The desk is white, and the laptop is silver. The glasses are gold-rimmed. There are yellow, green, and blue paper clips scattered around. The background is a dark blue gradient.

ELEVATE YOUR BUSINESS WITH STRATEGIC MARKETING

Our core service is marketing consultancy, tailored to enhance and refine your current marketing efforts. In today's multifaceted marketing landscape, it's easy to feel overwhelmed by the myriad of choices, data, and jargon. Our unique approach leverages extensive experience to identify the best marketing channels for your business, creating simple campaigns that deliver significant impact, all aligned with your business objectives.

Action PAs

Our consultancy is dedicated to helping you make informed decisions and supporting you through any strategic shifts. Here's what you can expect:

- **Monthly Marketing Meetings:** Regular sessions to review progress, discuss new ideas, and refine strategies.
- **Marketing Strategy Creation:** Comprehensive documents that serve as your new marketing bible.
- **Marketing Templates:** Ready-to-use templates to streamline your marketing efforts.
- **Budget Planning:** Efficient allocation of resources to maximize ROI.
- **Tone of Voice Development:** Crafting a consistent and engaging brand voice.
- **Brand Guidelines:** Ensuring all marketing materials align with your brand identity.
- **Research Hours:** In-depth analysis to uncover new opportunities.
- **Resource Finding:** Identifying freelancers and other resources to execute the strategy effectively.
- **Ongoing Support:** Available through phone calls and emails whenever you need guidance.

Our goal is to simplify the complex world of marketing, making it accessible and effective for your business. With Action PAs, you'll have the support and expertise needed to navigate the marketing landscape confidently.

Ready to take your marketing to the next level? Contact us today to start your journey to success.

ACCOUNTS SUPPORT

Keep Your Books in Order and
Your Business on Track

Bookkeeping doesn't need to give you headaches or take time away from your expertise. Our qualified accounting team loves numbers and details so you can spend time with clients and profits. Call today for your free Discovery Meeting.

As a business owner, you have enough on your plate without worrying about bookkeeping. Let us handle that crucial task so you can focus on operating and growing your company.

Our bookkeeping services include:

Accounting Software Set Up and Management

We'll get you set up with Xero, Quickbooks, or another accounting platform and handle data entry and categorization.

Payroll, PAYE, and Auto Enrolment

We'll run payroll, submit PAYE taxes, and get you compliant with pension auto enrolment regulations.

VAT Filing

If your turnover exceeds £85,000, we'll submit your VAT returns monthly, quarterly, or annually.

Annual Accounts Production

We'll compile your end of year accounts required for tax filing and submitting to Companies House if you are a limited company.

Tax Return Completion

We'll file both company and personal tax returns correctly by deadlines.

Book Cleaning and Reconciliation

If your records need organizing, we can create order from the chaos.

Streamline Your Business for Maximum Efficiency

Setting up your systems to work for your business

At Action PAs, we specialise in workflow optimisation consultancy to transform your business operations. Our goal is to make your processes more efficient, consistent, and scalable. Say goodbye to ineffective systems and embrace a streamlined approach that propels your business forward.

Many growing businesses face challenges with inconsistent or inefficient systems that often exist only in the business owner's head. Does this sound familiar? We conduct thorough audits of your current systems, document what works, and refine or replace what doesn't. The result is a seamless, automated, and well-delegated process that your entire team can embrace, saving you time and resources every day.

Our consultancy is dedicated to creating a professional, systemised business that delivers:

- Consistency: Reliable and repeatable processes.
- Predictability: Improved planning and forecasting.
- Employee Retention: Smoother workflows that keep your team engaged.
- Customer Experience: Enhanced interactions and satisfaction.

Our team specialises in implementing robust, flexible, and scalable monday.com solutions tailored to your workflows. Whether enhancing an existing application or building a bespoke solution from scratch, we help your business thrive.

Our approach centres around your unique business objectives. We take the time to understand your specific requirements and ideal customer contact scenarios, seamlessly integrating monday.com into your workflows. Ready to optimise your workflows and drive your business forward? Contact us today to start transforming your operations with Action PAs.

**To learn more about our services
and make your time more
profitable, get in touch with
us today.**

**Do you know someone
who might benefit
from our services?**

**Earn up to £50 worth of John
Lewis vouchers by referring a
new client to us. The business
you introduce will also be
rewarded with up to
2 complimentary bonus hours!
Visit our website to find out
more!**

(T&C's apply)

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