

Administration Assistant

Build Your Career with AH Jackson & Co

Established 1945 | 5 Partners | 60 Team Members

A progressive Australian accounting firm built on excellence, integrity, and long-term relationships.

Welcome to AH Jackson & Co

For over 80 years, AH Jackson & Co has provided trusted accounting, taxation, audit and advisory services to Australian individuals and businesses.

With five partners and a team of 60 professionals across Tax, SMSF, Audit and Bookkeeping divisions, we offer the structure and expertise of a well-established firm — while maintaining a supportive, team-focused culture.

We are proud of our history, our client relationships, and the strong professional environment we have built.

Why Join AH Jackson & Co?

We are a firm that values performance, ownership and growth — both for our clients and our people. At AH Jackson & Co, you will:

- Develop strong technical expertise in Australian tax and compliance
- Build meaningful client relationships
- Gain exposure to diverse industries and business structures
- Work within a structured yet supportive environment
- Be part of a team that values accountability and collaboration

THE OPPORTUNITY

We are seeking a professional and organised **Administration Assistant** to support our accounting team and assist with client communication, document management and workflow coordination.

This role is essential to the efficient operation of the firm and supports Partners, Managers and Accountants.

You will work within the following team structure:

- 2 Partners
- 1 Senior Manager
- 2 Assistant Managers
- 3 Senior Accountants

- 8 Accountants
- 2 Administration Assistants

Character & Personal Attributes We Value

Technical skills matter — but character matters more.

We are looking for someone who:

- Is willing to learn and grow professionally
- Is respectful to colleagues and clients
- Is positive, motivated and brings good energy to the workplace
- Is genuine, honest and trustworthy
- Enjoys a good laugh and contributes to a healthy team culture
- Does not carry a large ego
- Learns from mistakes and does not repeat them
- Understands that mistakes are acceptable — not learning from them is not
- Is open to feedback and keeps an open mind
- Has a strong work ethic
- Wants to work collaboratively in a meaningful team environment
- Does not engage in negative behaviour or speak behind others' backs
- Is confident enough to assert opinions while recognising they may not always be right
- Asks questions when unsure
- Takes initiative to improve systems and processes
- Can align with the team and does not take themselves too seriously

We value maturity, humility and accountability.

Qualifications & Experience

We are seeking candidates who meet the following criteria:

- Previous administration experience (professional services preferred)
- Strong organisational and communication skills
- High attention to detail
- Ability to manage multiple tasks and deadlines

WHAT WE EXPECT FROM OUR TEAM

We believe clarity drives performance. Our expectations are transparent and measurable.

Performance Standards

Administration Assistants are responsible for ensuring smooth workflow across the firm through strong organisation and communication.

Responsibilities include:

- Preparing and lodging tax returns through the ATO portal
- Managing client document requests and correspondence
- Preparing engagement letters and documentation
- Maintaining client records within practice management systems
- Coordinating document signing and lodgements
- Assisting with job setup and workflow tracking
- Managing incoming phone calls and emails
- Providing general office administration support

Software Experience

Experience with the following systems would be beneficial:

- MYOB AE
- Xero
- Microsoft Outlook
- Microsoft Excel
- Microsoft Word

WHAT AH JACKSON CAN OFFER

Incentives & Benefits

- Client Growth Incentive Program — 1/3 of 12 months' billings for new clients
- Annual Challenge with wage bonuses based on lodgement and fee targets
- Birthday leave after five years
- Additional annual leave after five years

Culture & Wellbeing

- Work from home up to two days per week after probation
- Finish at 4:00pm every Friday
- Christmas, Melbourne Cup and quarterly team events
- PerkBox employee benefits program
- Three-screen workstation setups and sit-stand desks
- Subsidised gym membership
- Mental Health EAP Program

Our Core Values

Everything we do is built around:

- Outstanding Service
- Family
- Having Fun

If our values align with yours and you're looking for a long-term role in a supportive, high-performing firm, we'd love to hear from you.