

No ordinary virtual assistants!

Amy Watmore and Katy Moroney of The Administration Hub are on a mission: to stand out from the crowd by offering clients reduced fixed costs, more time and very flexible arrangements



The Administration Hub (TAH) isn't your typical virtual assistant service. It goes above and beyond, finding time in its busy schedule to cater to each individual client's requests for business and lifestyle support.

Founding director Amy and partner director Katy are bubbly, friendly and down-to-earth, and work hard to build positive, personal, transparent and effective professional relationships with all their clients in the UK and overseas. The wealth of knowledge and support within the team is extensive, allowing Amy and Katy to match each client with a designated team member by skillset, personality and available time.

TAH was established in 2017 to provide clients with an all-encompassing hub to facilitate their admin needs. Clients can increase and decrease their hours on a flexible and transparent basis,

and Amy and Katy have put several measures in place to ensure quality control, by training team managers and senior team managers to ensure client objectives are being met.

Bespoke support

It is Amy and Katy's passion to be able to support clients with the highest level of support possible. Some clients engage us to become their online business manager, as we are confidently able to oversee processes, systems and teams remotely, helping clients to streamline systems, review, implement or add any process that could benefit them and minimise overall admin time.

Over the past year, we have overseen and implemented three HR systems, helping clients to monitor and manage all HR data including salary increments and reviews, absences and sickness recording, as well as many finance systems for

startups and some ongoing clients, and CRMS for the construction, property and health and wellness industries.

Real-life experience

At the start of 2020, when life was strange and businesses were facing uncertain times, Amy and Katy put their knowledge into a project that could support businesses and individuals for the future. They had already overcome many of the issues businesses and people were facing when they set up their remote business in 2017, so they decided to create an accredited e-learning short course to help overcome the main issues of remote working.

The course, Certified in Remote Working, launched in September 2020 and is available to all those looking for a solid understanding and foundation for remote working. The interactive course, which covers 13 bite-size modules, leaves

learners knowing the expectations of remote working from both sides. You are also awarded a certificate on completion, and a downloadable signature logo that instils professionalism to all that you are investing in yourself or your team.

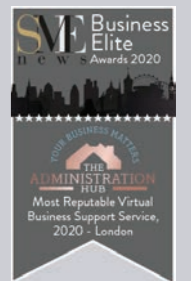
Visit theadministrationhub.co.uk/learning-hub for more details about how to sign up for the e-learning course.

For more information, call 020 3983 5333, email info@theadministrationhub.co.uk or visit theadministrationhub.co.uk



Going for gold

Over the past four years, Amy and Katy have won and been nominated for several awards. Their latest accomplishment in 2021 was the title for Best Virtual Assistants London 2021 by SME News. Along with this was a local Best New Business Award in 2019 and 2020. The Administration Hub also achieved the Most Reputable, Virtual Business Support Service London, again by SME News.



"A one-stop shop for admin that we can use with ease"

Andrew Lucia is chief operating officer at Prosure Solutions, an insurance underwriters based in the City of London

"When I first came across The Administration Hub (TAH), I didn't fully understand the extent of their services. I had thought I had been running a company with everything in place for the past eight years. Amy mentioned the potential to implement an HR platform now that we were growing but, to be honest, I didn't see what this would achieve. I took some convincing!

"Fast-forward two years and we now have a very efficient HR side to our business, which TAH oversees. All our records have been uploaded to the cloud and we are virtually paper-free. We also have regular hours for a designated virtual assistant from TAH

to support our credit control. This has really helped to support our cashflow and reduced the ongoing relentless task for us having to chase people.

"We also use other members of the TAH team on an ad hoc basis to support any of our digital documents and branding along with presentations. It's a one-stop shop for admin that we can use with ease.

"TAH has made itself invaluable to our business. Everything is always professional and carried out with best practice, which is crucial for a company that is regulated by the FCA.

"In short, TAH is our first port of call when a job needs doing that is outside of our day-to-day business."