



How To Work With A Virtual Assistant

COMPILED BY THE SOCIETY OF VIRTUAL ASSISTANTS



About Us

Admin & More is a Virtual Assistant Agency offering tailored business support. We help you get back the valuable time you need to make your business grow.

One of the advantages of outsourcing tasks to Admin & More is that there are no long-term commitments. Outsourcing is more cost effective than employing your own administration staff and we won't tie you into long contracts.

Working with Admin & More means you have access to a team of Virtual Assistants. Between us we have over 20 years of admin experience and can offer support across an extensive range of services. Your tasks will be handled by the team members with expertise in the area you need, ensuring that the work completed is at the highest possible standard. If you are nervous about out outsourcing, we can complete a trial task that won't affect your business. The trial allows you to assess the way we work with you as well as the service we provide. If we don't deliver, you don't pay.

Minimise Stress, Reclaim Your Time, Save Money.

What Tasks Can I Outsource?

The best tasks to outsource are those which will save you the most time and are repeatable – daily, weekly and monthly. Brief your VA once and they will be able to take them off your hands. Outsource any jobs you put off doing. If you find you need to do something outside of your skills set, your VA can help! You relax knowing that your tasks are done and have been completed to a professional standard.



Administrivia – Small tasks which are essential when it comes to running your business



Specialist Skills – Any tasks you don't feel confident doing have the skills to complete



Recurring – Time consuming and repetitive tasks you often procrastinate over

Consider The Costs...

Having a VA isn't the same as having an employee - Virtual Assistants often save you money because they only charge for the work completed. You should expect to pay an hourly rate of £15-£35 per hour for a UK based Virtual Assistant.

Extras you will pay for an employee:

- Desk space/office rental - including bills like heating
- Supply of equipment - phones, office supplies, subscriptions
- Dead time - coffee breaks, waiting for work to come in etc.
- National Insurance contributions
- Returning PAYE payroll for them
- Pension (3% minimum employer contribution from April 2019)

So cost wise, a 20 hour on-site employee job might equate to 10 hours of VA work because you are not paying for set-up, downtime, printer-jams, coffee breaks etc. Plus you usually aren't limited to a specific time-slot, the VA does the work when you need it done.

Expect to pay around £15-£35 per hour
for a UK based Virtual Assistant

What information do I need to Know?

SECURITY

Ask about your VA's security procedures, they need to be aware of their data handling responsibilities and registered with the ICO's Data Controller Register. They should also be running professional standard anti-virus software, have off-site data backups in place, a professional domain name specific email. Check the ICO register below:
<https://ico.org.uk/esdwebpages/search>

TIME FRAME

Some tasks are tricky to estimate but the VA should be willing to give you a rough outline of the price. They could work this out by seeing how much of the task they can complete within a set time frame. They can then feedback to you about what they have completed and how much longer they think it will take to get done. You should be prepared to pay them for this time.

RATES

Rates in the UK for VA's generally range from £15-£35 per hour. You should ask what's included (e.g. phone calls, postage, any systems or software)

Is there anything else I need to Know?

INSURANCE

Your VA should have suitable, professional indemnity insurance. They will be advising you about your admin in a professional capacity and will often have access to sensitive material. Make sure you are protected – Ask to see their policy!

TEAM WORKING

Ask if your VA is a solopreneuer or if they work as part of a team. Both have pros and cons. Solo VA's ensure the same person always does the work, but many have a problem if the VA is sick, on holiday or busy with other clients. Team environments usually have better capacity but continuity is sometimes an issue and they may or may not have quality control in place – make sure to enquire about this.

WORKING HOURS

Ask your VA how fast they would be able to complete your work. Some VA's will only work part time, some will have a specific time of the week set aside to complete your tasks. There may be a cut off time for work submitted if you want it back the next working day so be sure to check their working hours.

Getting Started

The easiest way to start is with those recurring tasks – next time you are doing them, open up a word document and write down all the steps you take to complete the job. Include any passwords, templates, screen grabs etc. that the VA may need. Time yourself – that's the maximum amount of time your VA should be taking to do the task (since you are documenting as well as doing it). Your VA may even be able to suggest a better process – Listen to them!

The first Task you should outsource should be relatively short and non-critical, dealing with non-sensitive data. Make it a research task, or maybe reviewing a publicly available document or website. It should test whatever skills you need your VA to regularly do.

Keep in mind, you are only paying for the hours the VA worked. You can have as many different VA's, all with different skills. It won't cost you more and you don't need to find all those specialist skills in one person!

REMEMBER: Brief properly and accurately to minimise time wasting.



Pay on time - Check payment terms and tell your VA straight away if there is a problem



Be Organised - Collate all the information your VA needs to complete a task e.g. logins



Communicate - Return any phone calls and emails. Stay on top of other responsibilities



Expect your VA to work On-site - Good VA's will have workarounds for physical tasks



Micromanage - They are professional and will have other clients to work with alongside you



Commission - They have no idea how good your prospect list is & have no control over it



Ask to do anything Illegal - Includes scraping data or marketing to non-opted in B2C lists



Run For The Hills - Don't leave us to do everything, you still have responsibilities

Ready to Hire?

We've done some of the background work for you!

The Society of Virtual Assistants approved criteria is:

- Be UK based
- Have a professional email address and website – to ensure security
- Be registered with ICO as a Data Controller
- Back up data securely off-site
- Answer phone calls or emails received within office hours by next working day or have an answer phone/auto responder telling you their return date
- Only take on tasks which they are fully capable of completing
- Carry suitable professional indemnity insurance to protect you if something goes wrong