



**Supporting your business to shine**

# **Consultant Information Pack**

## **What is a Virtual Assistant?**

A virtual assistant is a self-employed administrative or personal assistant who works remotely (usually at home) for various clients. When most people hear “virtual assistant,” they assume it’s a secretary who works from home.

But the field has exploded into a variety of skill sets that could be valuable to various professionals. These days, a virtual assistant is someone a lot of busy professionals just can’t do without.

Glow Virtual Assistants offers you the opportunity to be a self-employed consultant working under our award winning and trusted brand.

## **About Glow Virtual Assistants**

Glow Virtual Assistants is an award winning and forward-thinking agency of skilled and qualified Virtual Assistants, specialising in supporting entrepreneurs and businesses to succeed, grow and shine!

Operating mainly in Norfolk, Suffolk, Cambridgeshire and surrounding areas, we have a team of dedicated employees and consultants; offering their expertise, experience, and knowledge.

As Serena Fordham’s Enterprise continues to grow, she has entrusted Glow Virtual Assistant to her CEO – Kerri Page. Kerri is taking Glow Virtual Assistants to the next level and building our team of consultants. With 9 years of experience working with small businesses, supporting them in their day to day running and growth. Kerri has dealt with high profile contracts and managed busy teams and their work loads.

Kerri is dedicated to the ethos of Glow Virtual Assistants and wants to grow our team to offer support to as many small businesses so they can shine!

## **What services do Glow Virtual Assistants offer?**

Glow Virtual Assistants offer a wide range of services...

- Business Administration
- Marketing, SEO and Social media
- Bookkeeping and Finance
- Content and Blog writing
- Event Management
- Project Management
- Website Designs and Updates
- Call Handling
- Property Services – Inventories, Check-ins and Check-outs

You don’t need to be able to do everything listed above, it is a great opportunity for you to showcase your area of expertise!

## How does the Consultant role work?

Becoming a Consultant with Glow Virtual Assistants will give you the freedom to work the hours that suit you. Full-time, Part-time, Evenings or Weekends as much or as little as you like.

You will be responsible for sourcing most of your work and building up your clients list through Glow Virtual Assistants. This can be done by attending Networking Meetings and through social media using Business groups and pages to connect with other businesses.

### While working as a Glow Virtual Assistants Consultant you will have use of:

- The Glow Virtual Assistants established and reputable brand
- Business cards and fliers
- Your own area on the website
- Your own personalised Glow Virtual Assistants email address
- An abundance of useful information, templates and documents
- Ongoing support (available at the company's discretion)

### You will be responsible for the following:

- You must have your own public liability and professional indemnity insurances in place (Proof of this must provide to the office)
- Use your own vehicle for business purposes
- Complete your own tax return
- Claim your own expenses directly from HMRC

## What can you expect to earn?

### You will also receive generous payment rates:

#### Work Sourced by

#### Consultant will receive

Glow Virtual Assistants Consultant      75% of invoiced amount

Glow Virtual Assistants      30% of invoiced amount

Glow Virtual Assistants have an hourly charge of £25 per hour for clients unless a package is put together in some cases for example – Website Designs. This means that by sourcing your own work you can earn up to £18 per hour and £7.50 per hour for work provided by Glow Virtual Assistants.

You can also boost your earnings with our referral scheme - earning 10% of a new client's first invoice. If you connect with someone that needs a VA and you cannot carry out the

work either because you are not wanting the extra hours or it is outside of your skill set, you can pass it to our CEO to contact and reallocate to one of our consultants that can take it on.

## **Are there any costs involved in becoming a Glow Virtual Assistant Consultant?**

There is an initial start-up fee of £199.00 payable on signing the Consultants agreement and is non-fundable.

This covers the set-up of your website page, email address, business cards, leaflets and initial start-up support.

## **Code of conduct**

**Ethical principles** – As a Glow Virtual Assistant Consultant you are expected to conduct yourself in a professional manor whenever you are representing the company. Being respectful and polite when dealing with clients and potential clients.

**Values** – You are expected to be honest and unbiased to the company and clients. Our company prides its self on supporting businesses to shine!

**Accountability** – You will be expected to take responsibility for your own actions, ensuring appropriate use of client information, exercising diligence and duty of care obligations and avoiding conflicts of interest

**Standard of conduct** – As a Glow Virtual Assistant Consultant you will be expected to comply with the job description, commitment to the organisation and not miss use the company email you are given.

**Standard of practice** – You will be expected to ensure all client information is kept up to date and any passwords are updates on the system.

**Disciplinary actions** – In the event there is a complaint made against you the consultant. Glow Virtual Assistants will investigate the complaint, and this will be dealt with in line with Glow Virtual Assistants disciplinary procedure.