

Practice Manager Job Description

Job Title: Practice Manager

Reporting line: Reports to COO

Location: Wantage, minimum of 3 days per week

Working hours: 37.5 hours per week

Salary band: Circa £65,000, DOE

Purpose of the Role

To lead a Charlton Baker practice, balancing client service, people management, and operational oversight. You'll manage your own client portfolio, support the development of others, and take responsibility for the financial health and culture of your office. This is a senior leadership role with hands-on responsibilities, strategic oversight, and a strong focus on team and client success.

Key responsibilities

- Manage a portfolio of clients, delivering accounts, tax returns, and proactive advice
- Lead the local team through regular 1:1s, mentoring, and daily support
- Oversee day-to-day branch operations, including office environment, supplies, and facilities
- Monitor and manage local financial performance, including billing accuracy and budget oversight
- Support Client Portfolio Managers and help coordinate group-wide workflows
- Promote a high standard of client service aligned with our Client Service Charter
- Represent Charlton Baker locally and build relationships with external stakeholders
- Ensure team compliance with internal systems and professional standards

Required skills

- Qualified accountant (ACCA/ICAEW or equivalent experience)
- Proven experience in portfolio/client management within an accountancy practice



- Strong leadership, coaching, and people management skills
- Excellent organisational and operational oversight capabilities
- Sound commercial judgement and financial awareness
- Effective communicator and cultural role model

Values & Behaviours

- Lead with integrity, empathy, and resilience.
- Communicate clearly and transparently.
- Foster collaboration and continuous learning.
- Be decisive, adaptable, and always focused on positive impact.
- Live our values: radical honesty, real relationships, freedom with responsibility.

