

# How We Work

Welcome to VAA. It's great to have you on board. This document provides our processes and procedures to ensure we are able to work alongside each other as smoothly as possible.

I've broken it down into three sections:

House Admin - We have a few different tried and tested systems to help capture workload and hours. I will provide training on any systems you are not familiar with.

Legal - Some links to insurance and ICO for a VA

Ethics - The morals and values behind VAA that we would like all our VAs working to.

House Admin...



This tool is used to collate hours worked for each client.

Mel will send over a link to set up your own individual account.

Use FreeAgent to log your time with each client. This needs to be logged in real-time so that the hours worked are always up to date, in case the client asks Mel for an update throughout the month.

When creating a new task for a client, please let Mel know when done, so she can add the correct hourly rate to the task and invoice the client accordingly.

When adding descriptions to a task, please be aware that the client will see the description so please ensure it is written in an appropriate style.



If you are unsure of which client to allocate your hours to for a particular project, please ask Mel.



When you are allocated a task by Mel or the client directly, please add your tasks to Asana with any instructions you have been given and the time allocated to the task. This will enable Mel to have clear visibility and for another VA to pick up in case of your absence.

Mel will allocate an approx time to each task. This is a guide, so if you complete the task quicker, please log the time taken rather than the guide time. If the task is going to take longer, please speak to Mel before going any further. This is essential for managing client's budget spend on our services.

Please always try to use your time wisely and get the task completed in a timely manner – but not to rush it. Quality and speed are essential parts of the job we do for our clients.

If you are working on a task and are struggling with time/knowledge or anything else, please contact Mel immediately so she can either help or allocate the task to someone else. Please don't worry about doing this, the priority is that the job gets done and by the deadline. Any gaps in knowledge can be worked on.





At VAA we use Slack to communicate quickly and easily. We have a group chat, and you can also chat individually with the other VAs.

Mel will send a link to join the Slack group.

Please feel free to use this channel if you are stuck on a task for a VAA client or any other client you are working with. We're all happy to help.

You can download Slack to your PC and phone, so you are notified when a message comes through. Please don't feel obliged to reply immediately but by the end of the day would be appreciated.



We hold a quarterly 30-minute catch up which takes place on a Thursday from 10-11am on Zoom. Mel will send over the invite.

This is a relaxed meeting which you only attend if you are available – client comes first! It's a great way to meet the team face to face and have an opportunity to discuss best practice ideas that will help us all in our businesses.





Each Associate is required to send their invoice over to [mel@VAAUK.com](mailto:mel@VAAUK.com) by the last working day of each month to ensure payment within 5 working days.

The Associate's invoice should match the hours logged in FreeAgent. This can be retrieved by running a report of your hours for the month on FreeAgent.



Mel will always notify all Associates with any planned holiday she is taking and handover any work that needs doing while she's away.

Please can all Associates notify Mel in advance of holidays booked, so this can be logged, work handed over and Mel knows not to contact you during this time.

## Legal...

Please can each Associate supply their up-to-date Liability Insurance certificate for VAAs files.

Here is the company I use for simple, affordable cover

<https://www.simplybusiness.co.uk/cs/welcome/public-liability-insurance/>

Each Associate also needs an up-to-date ICO account for GDPR purposes (£40). This can now be set up as a Direct Debit Information Commissioner's Office (ICO).



## Ethics...

### A Virtual Assistant's Promise

Below are the ways in which I conduct myself with my business and clients which I would like to share with you as a guide for how I wish my team to continue the VAA approach whilst working under the brand.

#### 1. Be honest and trustworthy.

With honesty comes trust, and without trust our association cannot perform or provide effectively. As a member of VAA, I will not mislead or make false claims as to my abilities, background or experience. I will not take on projects that are beyond my capabilities. I will conduct business in a professional manner, operating within all laws and regulations.

#### 2. Respect privacy and confidentiality.

As a Virtual Assistant, relationships become familiar/friendly between clients and their associates. With these relationships, personal information may be shared. I will respect my clients and associates and not make their personal information available to others and will respect their privacy.

Business Information that is shared and used between my clients and myself may be considered confidential. This private information will be held in the strictest of confidence and not shared with others unless deemed by my client. I will not use this information for personal gain or in any way that would be damaging to my clients or that would violate their privacy.



## A Virtual Assistant's Promise Cont'd....

### 3. Conduct my business in a professional manner.

I will uphold the highest of standards and operate my business in such a way as I would want to do business with others. I will operate within all laws and regulations.

I will demonstrate a commitment to providing my clients with the highest quality of service and accuracy. I will undertake only that work for which we are qualified and capable of providing within the time frame and price agreed upon.

### 4. Accurately represent my business and the industry.

While promoting my business, I will ensure that all information included in my marketing, advertising and promotional material accurately portrays the industry as a whole and does not have any negative impact on other members of the industry.

As a VA and member of VAA I understand the importance of promoting the integrity and professionalism of the industry. I will do my best to contribute to and portray the industry in such a light as to show the advantages and benefits to my fellow members and to all clients and potential clients.

