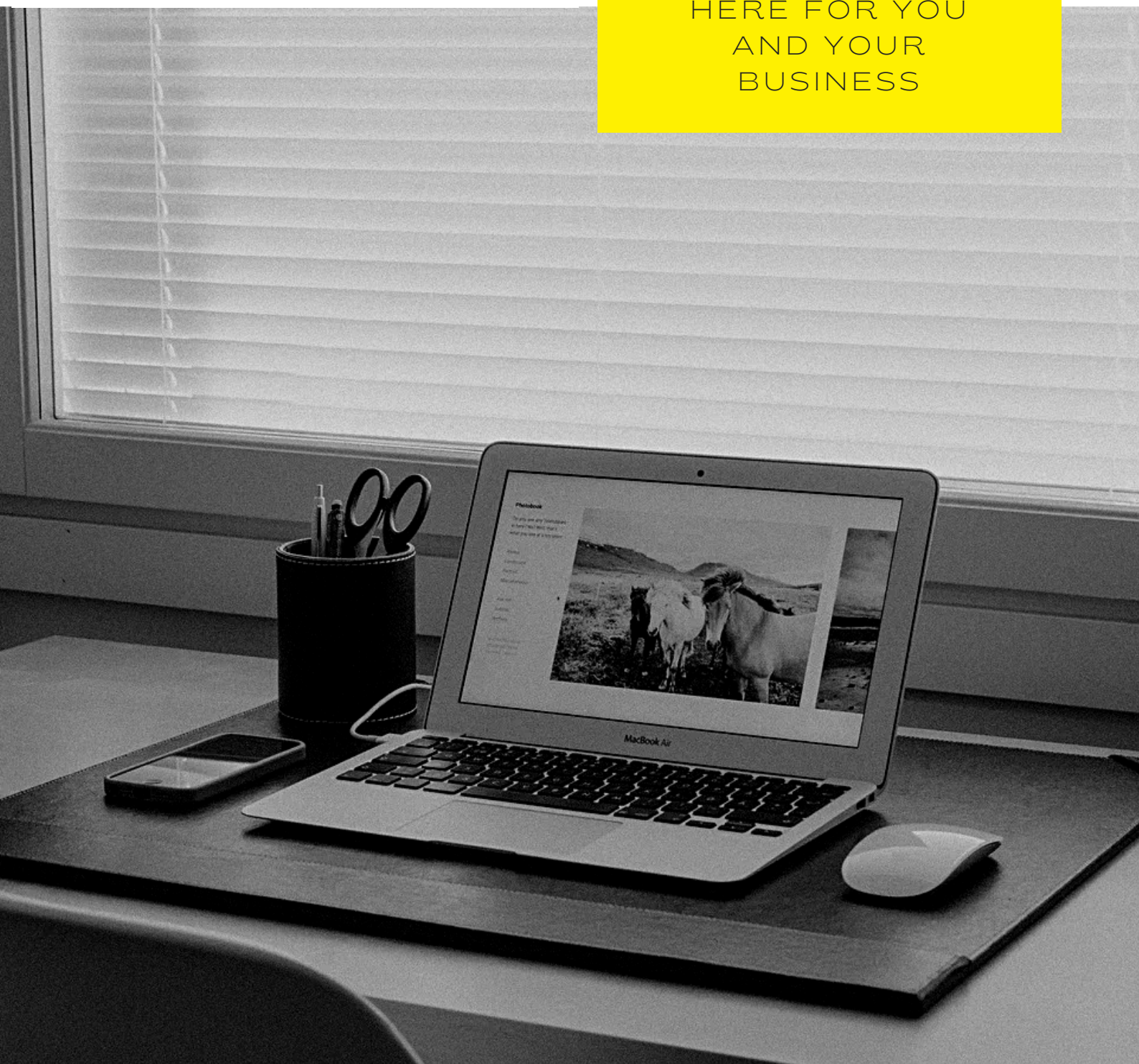




HERE FOR YOU  
AND YOUR  
BUSINESS





# ABOUT ME

GILLIAN SMITH



With over 13 years experience as an Executive Assistant, Chief of Staff and Online Business Manager, I have a varied skill set. I've been fortunate enough to work within the tech industry (for Apple and Thermofisher Scientific) as well as non-profits/charities (Radiotherapy U.K. and the My Name's5 Doddie Foundation).

I've supported CEOs, Executive boards, committees and HNWI's across multiple sectors.

My team are based all over the UK and have generally have a corporate EA background. Hard working with an eye for detail - we can help take distracting tasks off your plate and allow you to concentrate on the big picture again.



# ACCOLADES



# BUSINESS SERVICES

G.S Virtual Assistants can provide the following services:

- Inbox management
- Diary management
- Meeting organisation/document prep
- Board packs
- Creating presentations
- Website creation via Wix (page no. limits apply)
- Website updates
- Social media support
- Creating proposals
- Managing contract/NDA process
- Formatting documents
- Basic photo & video editing
- Project management
- Data entry
- Expenses
- Travel (managed via a trusted, specialist travel agent)
- Charity governance
- Proof reading
- Book keeping (experienced Xero user)
- Invoicing
- Chasing payment of invoices
- Small Business HSE guidance
- Mental Health First Aid guidance
- Formalising processes for small businesses
- Working with third party IT companies to support set up IT systems/equipment
- Assisting with hiring/onboarding of new staff
- General HR administrative support
- Business continuity planning

**This is not an exhaustive list. Client and Assistant may agree in a separate, written document to expand the scope of Services to include additional tasks**

# LIFESTYLE MANAGEMENT

- Gift shopping
- Assisting with large home/personal purchases
- Car admin
- Tracking and management of bills
- Sourcing/management of domestic contractors eg cleaners, tradesmen
- Tech advice/remote setup assistance
- Diary management
- Restaurant bookings
- Email and inbox management
- Event organisation and planning
- Digital filing, backups

**This is not an exhaustive list. Client and Assistant may agree in a separate, written document to expand the scope of Services to include additional tasks**





# WHO WE WORK WITH

We are passionate about supporting people to enable them to do great things. We tend to work alongside founders, CEOs, startups and executives who have reached the point of needing a helping hand.

We are proud to support clients across the medical, medicinal cannabis, CBD, tech, finance and charity sectors to name just a few.

These include:

- Startups who are looking to scale and need help with setting up - for example - systems and processes
- Sole traders and other small businesses who need an extra pair of hands to keep on top of things
- Charities looking for adhoc help - for example, board meeting support
- HNWI's looking for extra help with life admin, research or property maintenance
- Corp c-suite and business owners who are looking to outsource some of their work





# TESTIMONIALS



"Gillian provided great support to our foundation, her work always went above and beyond our expectations and was a valued team member. She brought structure and governance to our board and management team, her attention to detail was exemplary. Gillian brings great energy, enthusiasm and brilliant organisation skills to her projects and always looks for efficient ways of doing things ensuring they are easily managed for everyone. I would not hesitate to recommend Gillian and welcome the opportunity to work with her again."

**Nicola Roseman, Chief Executive Officer  
The My Name's5 Doddie Foundation**

"I had the pleasure of working with Gillian for three years. 'Ridiculously efficient' is how I would describe her! I was always amazed at how she could juggle multiple projects and handle the toughest of assignments, while staying calm and making it all look so easy. Gillian is someone I wouldn't hesitate to highly recommend: any business would be lucky to have her on board as a VA."

**Jo Murray of Jo Murray, Editing and Proofreading**

"I worked with Gillian across several projects and not only is she extremely organised, efficient and professional, she is great fun to work with. Gillian comes up with creative solutions and she can multitask effectively. I would highly recommend Gillian as a VA, she will definitely make your life easier!"

**Samantha Ashcroft, Analyst at Eric Low Consulting**

"I had the pleasure of working with Gillian for 2 years. She is a quick thinker and creative problem solver. She has a natural knack for multitasking and is in her element when it comes to organisation. With her attention to detail and her ability to remain calm under pressure, you will be hard pressed to find someone as talented and dedicated as Gillian."

**Moyo Adunola, HMRC - Senior Designer**

"Gillian is a consummate professional, who brings exceptional value to busy businesses. As well as being excellent at her job, with high attention to detail and a great work ethic, she is also a delight to spend time with. She has been in this industry for a long time, meaning her experience is second to none, and she has a fantastic track record of assisting organisations with their needs. In short, she is a major asset to any business."

**Pamela Paterson, Medical Logistics**

"I've worked with Gillian a number of times.  
Super organised, reliable, sharp, always gets the job right first time & on time."

**Gary Summerhill, Philips - Director, Community Diagnostic Centres**

## RETAINER FEES

10 Hours /Month

**£360**

For sole traders or smaller  
businesses. Approx.  
30mins a day

20 Hours /Month

**£720**

For small to medium  
businesses. Approx. 1hr a  
day

30 Hours /Month

**£1,080**

For busy clients.  
Approx. 1.5hrs a day

40 Hours /Month

**£1,440**

For busy clients.  
Approx. 2 hours a day

Clients committing to a longer term (X amount of hours per week for 6mths+) may benefit from a reduced hourly rate.  
Minimum of 4 hours a week.

### Ad-Hoc Pricing

We recognise that it takes a while to work out how many hours you may require. Due to this, we also offer an hourly rate which allows that added element of flexibility. Minimum of 2 hours a week, paid upfront and can be billed weekly. £42 per hour.



# TERMS & CONDITIONS

The Client will be billed the hourly rate through an invoicing system, with invoices to be sent monthly (standard) or weekly (on request).

Payment must be made in **advance before work commences or within 7-day payment terms, whichever comes first.**

You only pay for the work your VA completes - **you do not pay for breaks.**

Our **time is tracked to the nearest 15-minutes** and, on request, a report can be sent to you at the end of each month.

Note that **we do not currently charge VAT** on our services.

For **past due invoices**, statutory interest on late commercial payments will apply: The late fee will therefore be 8% of original invoice every 7 days late, plus the current Bank of England base rate, plus an admin fee (£50).

**Cancellation or a change of terms requires 30 days written notice.**

The Services will begin at an **agreed date, upon signature of the VA Agreement and after the Assistant receives the first payment.** With regards retainer payments, billing will be assessed against the retainer until it has been used up.

Please note that retainer pricing includes the use of time tracking software with no entitlement to carry forward hours to the following month. Any additional time over the agreed hours will be billed at the same rate at the end of the month, with payment due within 7 days.

The Client agrees to **reimburse pre-approved expenses** and costs as indicated on invoices. Such expenses and costs shall be accompanied by receipts and reasonable supporting documentation. The Assistant will charge an additional fee of £5 per hour for any reactive, non pre arranged, out of hours work (before 9am, after 5pm).

The Assistant is happy to sign an **NDA** as required.



# NEXT STEPS



## **1. Introductory call**

Book your free, no obligation, 30-minute call to answer any questions you have. Let's discuss how we can help! You can book your call [HERE](#)

## **2. Proposal**

We then send a proposal document via email, summarising the tasks and hours required.

G.S. Virtual Assistants holds professional indemnity insurance (£1M) and is registered with the Information Commissioner's Office (ICO).

## **3. Paperwork**

The Virtual Assistant Terms agreement document is signed and the first retainer invoice is paid.

## **4. Onboarding Call**

A Zoom call will be scheduled at a time to suit you. This allows you to share relevant passwords and gain access to anything we need. You can also talk us through your systems and start to hand over outstanding tasks.