How many hats does an accountancy firm have?



There are many, many subsets of this and I think to do a proper and thorough job whilst delegation is one important factor, so is having a quality team, a clear idea of your ideal client and to focus on specifics not absolutely everything. Keep things simple and organic.



The same applies to many businesses.



Client work, quality service and results, advice & relationships

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Improvement of process and systems, benchmarking and industry best practice and collaboration.



Technology and software



Team development / recruitment

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HMRC changes in rules



Winning new business

Accountancy, tax & business advice