



Saint Virtual Assistants

The UK's First Construction Specialised Virtual Assistants



Welcome to Saint Virtual Assistants



The VA team at Saint are a dream to work with, once we were all set up which is much thorough than anything I have experienced before they helped me get an action plan in place so I knew exactly what they were going to do for me.

The support I've received from the whole team has been 5 and has got me to really calm down about my business and for the first time I can see what is going on! I would highly recommend it to any construction business!*

- Tony Stewart | Carpenter

WHO ARE WE?

Saint VA specialises within the construction industry taking care of all your administrivia and call handling needs.

With over 35 years of experience in supporting the construction trade, we have virtually seen everything you could be going through. This sets us apart from any VA and for any construction business that is looking for the right team, Saint VA is the team for you.

Being construction specialists, we understand that every client will still be different, so we don't use a 'one size fits all' approach. We build a business model for each business so we can precisely meet the needs you require to provide the best level of service.

To find out how we can support your construction business, have a look through this brochure and if we sound like a good fit, book in a Discovery Call to speak to one of VA's!

WHO ARE SAINT FINANCIAL GROUP?

Saint Financial Group are the UK's Number One Construction Support Company. Our approach is to provide an all in one solution to establish stability and growth for your construction firm with Saint by your side. You have just found the complete solution to your business success.

We have identified every service that the construction industry needs in order to succeed and brought it together to form an all in one solution to drive success within your business!

Saint is made up of 5 core companies:

- Saint Accountants
- Saint Business Development
- Saint Taxation
- Saint Global
- Saint Virtual Assistants

Our services are designed to work together to provide the ultimate experience for your business. We are also completely cloud-based, which means you will have access to all your information no matter if you are at home, at the office or onsite.

Saint are successful for making construction companies successful.



Your Pathway

Chapter

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YOUR PATHWAY

From taking a quick call to gaining meaningful information and changing your business for the future. We will provide simple solutions which will leave you with continuous support and a real partnership.

1. DISCOVERY CALL

A discovery call is a quick call with one of our VA specialists to see if we are the right fit for each other and to run through any initial questions you might have. It's the starting point of building a great relationship together.

2. GTKY MEETING

GTKY stands for 'Getting To Know You' Meeting and as it sounds, it is to start learning about the little details in your business and how exactly we can support you. At this point, you will be speaking to your dedicated VA who will be with you throughout your journey with SaintVA.

3. FIRST MONTH - SET UP PHASE

We aim to take as many tasks off your plate as possible, to start building a professional relationship and level of trust with your VA who will be learning exactly how your business works and getting your business organised on a cloud system.

Your VA will provide you with daily business updates, keeping you fully informed to make important decisions on the go.

By the end of the month, you will already see signs of improvement and efficiency in your business.

4. SECOND MONTH - IMPLEMENTATION PHASE

After all the information we have gathered in our 1st month together we will have started building your business model to help create an action plan of where we want to help to get your business to and if not already, the perfect software for your business.

We'll be in regular contact with you to ensure you feel supported and will have the opportunity to provide feedback so we can consistently improve our service levels to provide a better service.



Our Impact

Chapter

02

OUR IMPACT

Our VA's are all ex-trade, they understand the industry, the way it works, the processes, the software and the type of language used. We go above and beyond to make a difference in your business.

We start doing this by looking after these tasks and many more for you:

EMAILS

Email Tracking / Filing System / Priority Email Process / Standard Response Emails (Templates from Sales Process) / Email Management.

PROJECT MANAGEMENT

Keeping track of where your men are / Tracking materials spend on jobs / Tracking a job from the enquiry to the completion date / Making sure you stay on route for completion / Allocating purchase invoices to the correct job! / Health & Safety Policy / RAMS / Tender Proposals.

MANAGING SALES

New Enquiries Tracking / Invoicing / Quotations / Follow Up Emails for Enquiries / Orders / Live Chat Monitoring / CRM Management / Follow Up After Events.

PA & LIFESTYLE SUPPORT

Diary and Email Management / Personal Gifts / Insurance Research / Service Bookings / Personal Reminder Service / Holiday and Travel Research / Restaurant Booking / Personal Reminders such as Birthdays, Anniversaries etc.

DIARY MANAGEMENT

Appointment Setting / Job Management / Internal Meetings / New Enquiry & Customer Calls / Reoccurring Events / Renewals / Insurance / MOT's / Appointments and any extra's you might need.

ONLINE SYSTEM MANAGEMENT

Setting Up an Online System (Google etc) / Company Documents / Employee Records and Attendance Tracking / Vehicle Records / Job Files / H&S Documents / Supporting Documents for Sites.

RESEARCH

Find Product Information / Price Comparison / Company Search / Merchandise / Travel / Location / Gifts.

EVENTS & TRAVEL

Business Travel & Holidays / Delegate Packs / Itineraries / Company Events / Venue Finding / Event Promotions / Post Event Follow Ups / Company Meetings / Traffic Watch.

CONSTRUCTION SOFTWARE

BuilderTrend / Tradify / ServiceM8 / Commusoft / Fonn / JobLogic / CoConstruct / PlanGrid / Next Minute / FieldWire / ProCore / Jobber / SIMpro / Fergus / Contractor Foreman / LiveCost + more

OFFICE ADMINISTRATION

General Housekeeping / Reminder Service / To-Do-List Management / Ordering Gifts / Business Updates / Action Plans / Document Production / Meeting Minutes / Audio Typing / Credit Checks.

AVAILABLE ADD-ONS

CALL HANDLING

Calls Answered In Your Business Name / Receive Message Updates via Email, Text, WhatsApp or Messenger / Call Transfers / Detailed Reporting of Calls / Out of Hours Add-on Available.

ONE-OFF PROJECTS

Outside the VA hourly charge, we can take on projects such as Software Implementation / Software Migration / Software Training.



Pricing

Chapter

03

Pricing

Our goal is to support as many construction businesses with our VA service and to make it a cost-effective solution. We are transparent with our pricing and have no hidden fees.

Most Popular								
Hours Included	10	20	30	40	50	60	70	80
Per Hour	£36	£35	£34	£33	£32	£31	£30	£29
Business Updates	✓	✓	✓	✓	✓	✓	✓	✓
Construction Specialists	✓	✓	✓	✓	✓	✓	✓	✓
Dedicated VA	✓	✓	✓	✓	✓	✓	✓	✓
Free Success Manager	✓	✓	✓	✓	✓	✓	✓	✓
Free Business Development Manager	✓	✓	✓	✓	✓	✓	✓	✓
Access to Saint Loyalty Club	✓	✓	✓	✓	✓	✓	✓	✓
Collaborate with other Saint Companies	✓	✓	✓	✓	✓	✓	✓	✓
Monthly subscription exc VAT	£360	£700	£1,020	£1,320	£1,600	£1,860	£2,100	£2,320
Call Handling Add-on Available	✓	✓	✓	✓	✓	✓	✓	✓

*A typical example, a construction company turning over approximately £1m+ will have an average daily spend of £60-£90 to complete all admin duties which comes with the additional no cost benefits listed in the Employee / SaintVA Comparison Image.

CALL HANDLING?

Our Call Handling Add-on is available for as little as £38.70 per month so you can never miss a call again! We pride ourselves on not being a generic call centre that focuses on speed rather than quality. We work with you to understand your business needs and develop a script that allows us to respond with the right information or whether the call needs to be transferred / a meeting booked in with you.

AN EMPLOYEE

Surveyed at £3,150
Per Month

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓

SAINTVA

Starting from
£360 Per Month

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓



SALARY

TAX & NI

SICKNESS & HOLIDAY PAY

OFFICE SPACE

EMPLOYEE BENEFITS

TRAINING

OVERHEADS

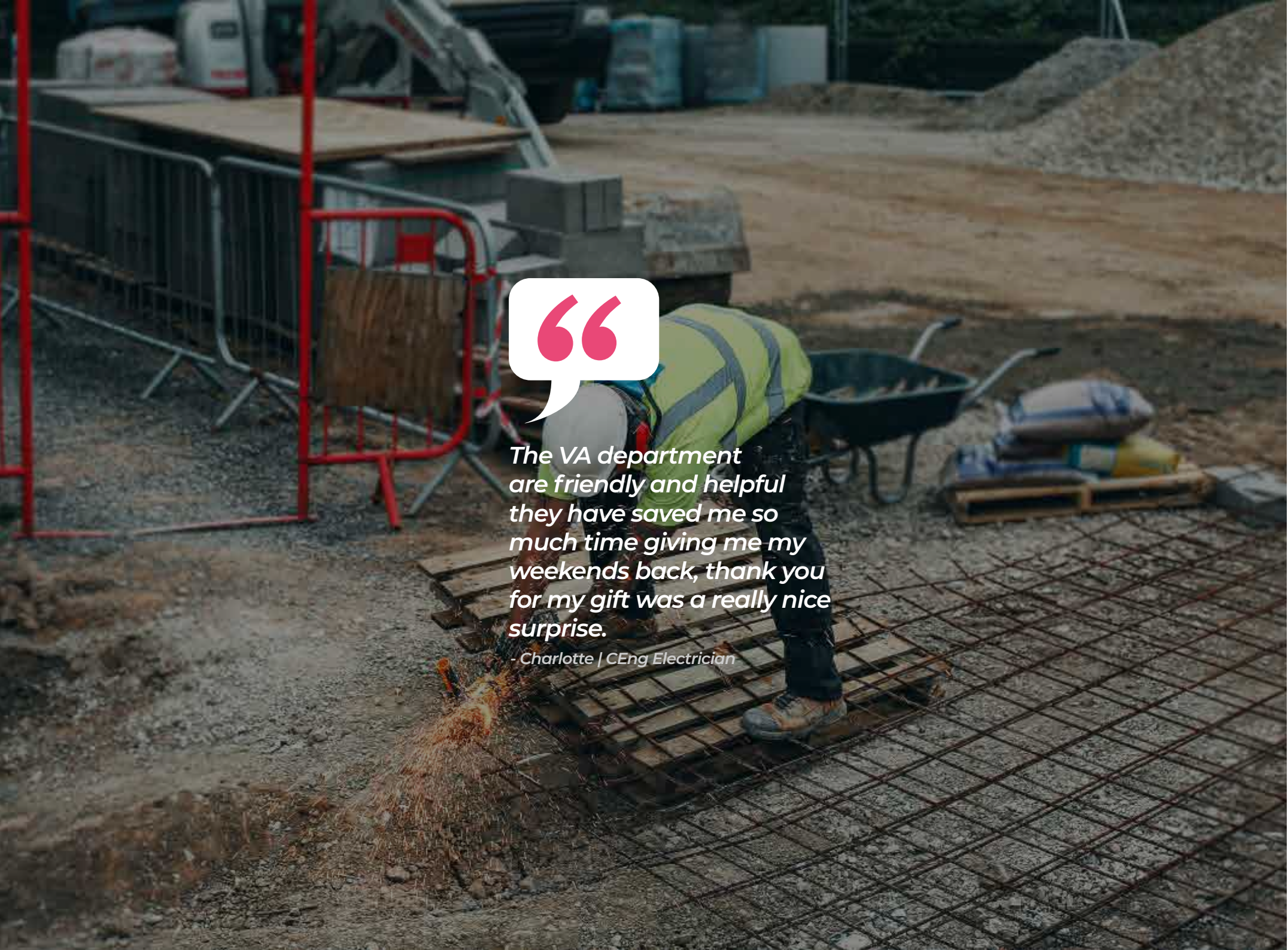
PENSION

HIRING COSTS



The VA department are friendly and helpful they have saved me so much time giving me my weekends back, thank you for my gift was a really nice surprise.

- Charlotte | CEng Electrician





Additional Benefits

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04

Additional Benefits

We truly value our clients, and we want to deliver the most that we possibly can, that's why we have developed additional benefits that are completely free of charge to our clients.

1. SAINT LOYALTY CLUB

Saint Loyalty Club is a very exclusive and tight-knit community that we are building for like-minded people within the construction industry. We are very passionate about the impact that we have upon businesses that we support and we only want to strengthen that.

- Exclusive Content
- Quick Query Advice
- Quarterly Reporting
- Giveaways, Rewards and Prizes
- 4x Monthly Newsletters Containing Tips & Tricks, Industry Updates, Construction Insight and Advice.
- Free Resources

2. DEDICATED SUCCESS MANAGER

Your Business Success Manager sits above your VA and is there to help you settle in. You will also receive a monthly call from your Success Manager to see how things are going, to help you set monthly targets and providing an opportunity to give any feedback to improve our service.

3. BUSINESS DEVELOPMENT MANAGER

Your Dedicated Business Development Manager works closely with your Success Manager and is there to run through your quarterly reports, provide insight and support in any questions you might have throughout the development of your business.

4. CONSTRUCTION INSIDER

We have partnered up with Construction Insider to give all of you exclusive insight into the construction industry. Get the latest articles, resources, tips and tricks and much more all completely free of charge.

Our partnership with Construction Insider is changing businesses across the UK for the better. Allowing them to become not only better tradesmen but better businessmen.

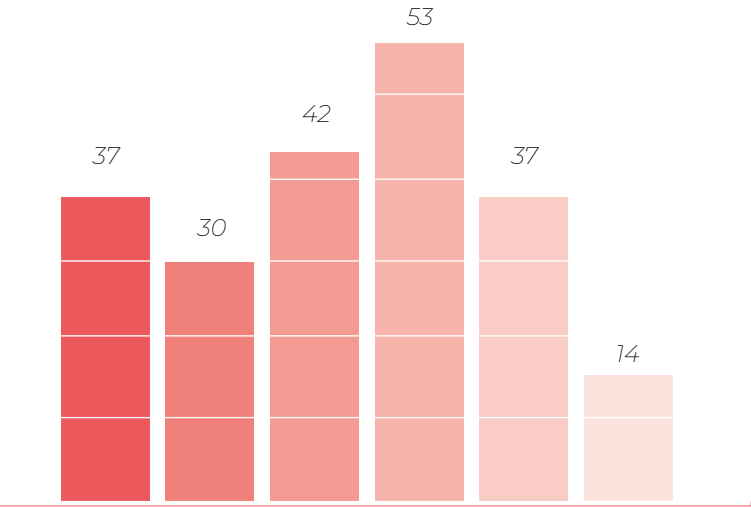
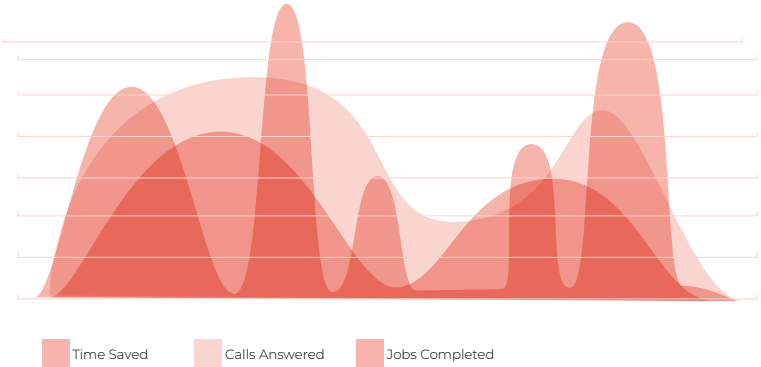
Detailed Reporting

Virtual Assistant reporting helps our clients stay 'Out of the dark' when it comes to where their money goes. Each month we will provide our clients with in-depth reports they need to give them peace of mind and more trust in us, with more trust, comes more responsibility.

YOUR REPORTS

A clear understanding of how and where your hours have been used. Here is what you should expect to see:

- Total Calls answered
- Total Call Time for that period
- Average Talk time
- Average Ring time
- Time spent per job completed

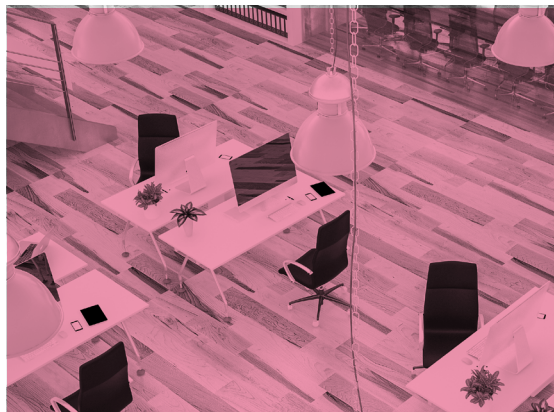




Next Steps

Chapter

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Getting Started

Saint VA is your solution to peace of mind, clarity and a good night sleep!

We work with you in supporting and growing your business ensuring that you're not juggling everything at once. We know your time is valuable so take the first leap to reclaiming your time and be set up with your very own virtual assistant in less than 24 hours.

IF YOU ARE READY TO:

1. Have your business admin handled
2. Have calls answered for you in your business name
3. Free up your time
4. Boost your productivity
5. Improve your customer service
6. Know exactly where you are with your jobs
7. Work with construction specialist VA's
8. Never forget about anything again!

[Get Started](#)

FAQ

Are There Any Hidden Costs?

Nope! All you pay for is the time we spend on doing your tasks, we also provide you with a report at the end of each month to show how you used them.

How Do I Contact My VA?

In whichever way you prefer. Our most popular methods are Whatsapp or Messenger however we can use email, phone, or we can use Slack/Discord/Teams chat if available.

How Will You Know What I Need?

Being Construction VA's we have a sense of how your business is running, we use our experience and everything you have told us to build a model of exactly what you need and the way you like them to be done to help you as much as possible.

What Happens If I Don't Use All My Hours?

If you don't use all your hours in that month, we carry forward 50% of any unused hours.

The first month we will carry forward 100% of unused hours as a settling in period

How Confidential Is SaintVA?

As we fall under Saint Financial Group which is a Financial Body we are bound by the ethical guidelines set upon by the AAT. We take confidentiality very seriously and if needed we can sign an NDA if you feel more comfortable.

Are you too far away to work with me?

No matter where you are, we have the ability to work with you! We have cut the need for face to face meetings, although it's nice and we still love to do it. We can connect with our clients no matter where they are based through the use of advanced technology and innovative solutions.



Everyone at Saint is incredibly helpful, being able to work with my accountant, my VA and the media team all in one place has been more than ideal. The quarterly conversation with my BD manager has given me a sense of control of my business for the first time.

I usually don't leave reviews or recommend a service to people I am competing with however if you are looking for a VA and are in the construction industry - look no further than SaintVA, they will change your business for the better.

- Simon | Architect



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Get Started