

Interview with Matthew Ryan

Congratulations on becoming a director!

Q: What made you decide to make the leap from manager to director?

I joined the firm 20 years' ago and never looked back! It has always been like an extended family to me, with genuine care and consideration - not just for clients, but staff too. The MW values are in line with my own, so naturally I am thrilled to be part of the decision-making process to help build on the success that has already been made.

Q: What do you hope to achieve in your new role?

My main focus has always been client satisfaction and as a firm we go above and beyond to help our clients. Given the COVID crisis in recent months, businesses need us now more than ever, to guide them through, so that will be my main focus initially.

Q: What will you bring to your new role

I am a specialist in VAT and I also head up our Franchise team, which continues to expand. I hope to grow other services areas including marketing and HR. I will also be responsible for customer care, as I have always thrived in this area.

Q: How has COVID altered your perception on life and business?

We always knew we had the best and most dedicated staff, but Lockdown has highlighted just how true this is. We are a family and because we look after our staff, they have really worked tirelessly for us, and their clients. They feel a personal sense of responsibility, for every client, and that type of commitment and dedication is rare to find.

Our clients have always known they have our support and we will go above and beyond to help, on any issue, but their trust in us in such extreme times has been humbling and I'm proud to be part of such an amazing team.