

STEWARTS

Job description

Job title:	Office Services Team Leader
Reporting to:	Head of Facilities
Department:	General Office
Purpose of role:	Team leadership responsibility for a team of 5 General Office Assistants, 2 Receptionists. Ensuring that the department runs smoothly and is responsive to the needs of the firm.
Hours:	Permanent, full-time
Reviewed:	June 2025

Job responsibilities:

- Undertake weekly 1:1 meetings with each department and report back to the Head of Facilities
- Assist with team performance snapshots
- Daily floor walks to ensure building faults, maintenance and housekeeping issues are reported and repairs are monitored until completion
- Ensuring adequate cover when sicknesses and absences occur
- Act as a first point of call in the complaints escalation procedure
- Ensuring the reprographics areas are kept tidy
- Monitoring the stationery orders and ensuring that stock levels are kept to a minimum and not over ordered
- Ensuring printers and photocopiers are fully stocked and paper and toner is readily available at all times
- Assisting the Head of Facilities with organisation of office moves and small projects
- Undertaking a variety of other general ad hoc duties requested by the Head of Facilities
- Monitor Archive activity and ensure that extra resource is assigned when required.

General:

- Escorting maintenance engineers to their place of work and signing off completed works
- Ensuring that reception and T-Point supplies are ordered and minimum stock levels are maintained
- Liaising with reception to ensure that room setups are booked in and resource is in place

- Undertaking the following as required:
 - Covering post duties
 - Booking couriers
 - Archiving
 - Reprographics
 - Setting up meeting rooms (including refreshments, Video conferencing and laptops)
 - General maintenance tasks

General skills:

- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)
- Delivers helpful internal services with a “can do” approach, shows commercial awareness and represents the department/firm appropriately
- Shares information and ideas
- Accepts and follows instructions, listens, makes notes, questions appropriately, co-operates
- Shows sound judgement and decision-making skills; acts within boundaries
- Willingness to learn new skills
- Shows commitment, passion and enthusiasm
- Is a respectful, reliable and supportive team player
- Reflects the firm’s culture.