

STEWARTS

Job description

Job title:	Receptionist (Leeds)
Reporting to:	Head of Leeds office/Leeds Office Manager
Department:	General Office
Location:	Leeds
Purpose of role:	To serve as "front of house", operating the switchboard and responsible for the client reception areas in Leeds, representing the firm as a first point of contact.
Hours:	Monday to Friday, permanent, full time, 8:30am-5:30pm
Reviewed:	August 2025

Job responsibilities:

Reception

- Operating the switchboard, transferring calls quickly, efficiently and politely for the Leeds office and overflow calls from the London office
- Taking messages where necessary and forwarding them to the appropriate persons
- Covering the reception areas at all times, greeting clients and visitors taking care that they are looked after and generally ensuring that their experience of the firm is a positive one
- Receiving post and packages delivered by hand and notifying the recipient of its arrival
- Maintaining the reception areas to ensure that they are tidy and that there is sufficient literature available
- Co-ordinating the meeting room bookings and events, preparing rooms for use, providing appropriate refreshments and stationery
- Assisting with video conferencing/Zoom meeting set-up
- Managing taxi / train bookings and refunds
- Managing national and international courier bookings
- Booking parking spaces
- Supervising all meeting rooms in the reception area; liaising with IT/paralegals/Administrators/ Knowledge Management and Solicitors as necessary
- Handling client enquiries and forwarding them to the relevant fee earners as necessary
- Training any reception cover
- Liaising with Knowledge Management in the organisation of in-house training days and other training events
- Ordering catering for lunches/breakfast meetings
- Arrange set-up for new joiners and greeting them on arrival.
- Provide cover for General Office as and when required.

General skills:

- Demonstrates excellent communication and interpersonal skills (respectful, positive, articulate, professional and sympathetic)
- A dynamic, creative and determined individual who makes things happen
- Is a respectful, reliable and supportive team player
- Professional in attitude and able to work under pressure
- Self-motivated with a high level of initiative and persistence

- Well organised, uses initiative, prioritises appropriately, applies self, shows attention to detail, manages own workload and meets deadlines
- Delivers helpful internal and external client services with a “can do” approach, shows commercial awareness and represents the department/Firm appropriately
- Shares information and ideas
- Reflects the Firm’s culture.