

# J A D E P A R K I N S O N

Receptionist

29 Ecclesall Road, Sheffield S11 8PE jade.parkinson@gmail.com +44 7391 550 284

March 23, 2026

Paula Henderson  
Irwin Mitchell

Dear Paula,

I am writing to apply for the Receptionist position at Irwin Mitchell's Sheffield office. I have over a year of front desk experience in healthcare settings, and I am looking to bring my organisational and people skills into a professional services environment.

At Ecclesall Dental, I greet and check in 60+ patients daily, manage the appointment book for four dentists and two hygienists, and handle 80+ phone calls per day covering bookings, cancellations, and emergency triage. I process daily card and cash takings averaging £3,200 and I set up an automated SMS reminder system that reduced the DNA rate from 9% to 4%, recovering an estimated £800 per month in previously lost appointment revenue. Before that, at Bannerdale Medical Centre, I managed a six-line switchboard averaging 100+ calls during the morning rush and used EMIS Web to update patient records and process prescription requests for 8,400 registered patients.

Working in healthcare reception has taught me how to stay calm and friendly when things get busy, how to handle sensitive information properly, and how to prioritise competing demands. I type at 65 wpm and I am confident with Microsoft Office and practice management software. A law firm reception desk feels like a natural next step, and I would welcome the chance to discuss this role further.

Sincerely,

Jade Parkinson