



Bristol Animal Rescue Centre

Job Description

Job Title: Receptionist, Fixed Term six-month contract

Location: Bristol Animal Rescue Centre

Line manager: Assistant Manager

Objectives: To be the public face of Bristol Animal Rescue Centre, providing a high standard of customer service to all visitors.

Duties and Responsibilities:

Reception and Visitor Care

Provide appropriate advice and information to members of the public, both at the front desk and via the telephone.

Ensure details of any communications with the public are recorded as appropriate

Promote the Rescue Centre in a positive manner

Advise people on pet care and responsible pet ownership

Admit stray and owned animals as required, ensuring admission protocols are adhered to and paperwork completed in full.

Deal with customer complaints efficiently, referring to the Manager as appropriate.

Sell and promote merchandise and goods as required

Ensure that all paperwork and computer records are updated accordingly for all animals.

Manage the appointments for the veterinary team and liaise with Outreach as required

Manage the Home Visit/ Post visit protocol in an efficient manner

General

Promote good working relationships across the whole organisation

Remain calm and be courteous and considerate at all times towards colleagues, members of the public, volunteers and supporters.

Ensure all vet lists are completed daily

Ensure regular communication with the Animal Care Assistants is kept open via the radio system, also completing all necessary, daily checks of the system

Ensure all mobile phones connected to the Home are charged and turned on at the correct times

Ensure all areas are kept clean, tidy and free from hazards at all times

Adhere to all Health and Safety policies and procedures

Order items as required, ensuring correct procedure is followed

Undertake ad hoc duties as required

Train, help and support volunteers and new members of staff as required

Attend and contribute to staff meetings where possible

Attend training sessions and courses where needed

Report faults/ hazards as soon as they are noticed

**Administration
and IT**

Ensure correct and appropriate record keeping on computer systems

Complete all documentation in accordance with agreed procedures

Manage and file paperwork

Answer all Reception emails as needed

Financial

Take monies from customers as necessary and ensure correct procedures are followed

Ensure correct management of donations received in person

Run the daily cashing up procedures

Ensure any opportunity to gather donations is utilised

Security

Ensure that all doors are locked and the building is secure at closing times

The duties listed are not exhaustive. Other reasonable duties could be required from time to time, under the direction of your line manager.

Person Specification:

Essential

Experience in a customer facing role

Excellent administration skills

Good organisational skills

Good decision making and problem solving skills

Dedicated to animal welfare, but with a realistic attitude to welfare in an animal rescue environment.

The ability to be able to prioritise and organise own workload in a strict timeframe.

The ability to remain calm during difficult circumstances.

Enthusiastic, personable and cheerful.

Good verbal and written communication skills.

Confident in using databases and online communications

Comply fully with all Health and Safety and Safe Working Practise requirements.

It is a requirement that all Bristol Animal Rescue Centre employees have an empathy with the aims and objectives of the National RSPCA, as outlined in the Policies on Animal Welfare booklet.

In addition, it is a requirement that employees adhere to the policies and protocols of The Bristol Dogs and Cats Home to ensure that a consistent approach to animal care and welfare is maintained.

Desirable

Knowledge of animal care
Previous experience of working in an animal rescue centre/ organisation in similar role
Experience of working with Volunteers
Clean UK driving license

Additional Information:

Salary Range

Living wage

Hours of Work

35 hours per week, mainly Monday to Friday, 8am to 5pm four days per week with one hour unpaid lunchbreak and 8-11am on one day. Occasional weekend work will be required with notice.

Other

Uniform supplied, training provided, TOIL for reasonable overtime, statutory pension contribution for eligible employees, 20 days holiday per year for full time employees plus bank holidays.