



RSPCA Cotswolds, Gloucester & District Branch

Cotswolds Dogs & Cats Home

A charity registered in England & Wales. Charity no. 207006

Role profile: Receptionist

Hours: 15 hours per week. **Salary:** £23,400

Annual leave allowance: 28 days including bank holidays (pro rata)

Location: The Cotswolds Dogs & Cats Home, Cambridge, Gloucestershire.

Introduction

As a leading animal rescue charity in the Cotswolds and Gloucester District, we care for hundreds of abandoned, abused and neglected animals each year and find them incredible new families. We also provide low cost veterinary schemes to the community and their pets, to ensure that no animal goes without veterinary treatment due to financial restrictions.

Post Summary

The Receptionist role sits within the operations Front of House Team. The team oversee an animal's journey with us; from intake, assessment and through to rehoming. Additionally, the Front of House team plays a key role to ensure our Clinic clients receive an excellent standard of customer care, both for the client and their four-legged companion. As a key member of the operational team, the post-holder will be a strong communicator, highly organised and engaging.

Key objectives and responsibilities

- Administrate all animal records from intake through to adoption.
- Take price in our Reception area. Secure the building at the end of the day.
- Deliver our Welfare Clinics both at the centre and at our Community locations.
- Administrate Clinic appointments and enquiries.
- Present a professional and friendly approach to customers and visitors to the centre, both face to face by telephone and email, ensuring information given about CDCH services is correct and up to date.
- Provide advice, information and guidance to the public within agreed parameters.
- Support and assist centre volunteers, provide training and support for reception and clinic volunteers.
- Process orders, payments and cashing up.
- Ensure our small reception shop is well maintained, including stock rotation and pricing.
- Provide holiday and sickness cover for colleagues as required.
- Administer the charity's animal welfare services.
- Provide support with the handling of animals during clinic appointments. Please note, this may include assisting with handling in a euthanasia.
- Provide support for clients experiencing pet bereavement.
- Follow CDCH Policies and Procedures with particular regard to Health and Safety, and Data Protection matters.

Skills/Experience

Essential:

- Significant experience of working within a demanding customer service environment.
- Ability to handle emotive situations with tact, diplomacy and empathy.
- Proven experience of cash handling, banking and cashing-up.
- Ability to identify issues and come up with effective solutions.
- Experience of delivering high quality work with minimal supervision.
- A flexible approach to managing and prioritizing a high workload and multiple tasks.
- Proven experience of working constructively and collaboratively with colleagues from different teams.
- Experience of positively embracing and adapting to change.
- Experience of taking initiative with new ways of working that have been successfully implemented.
- Experience of communicating clearly, with the ability to adapt your communication style.
- Excellent written and spoken English.
- IT literate and good experience of MS Office and other relevant IT systems and databases.
- Understanding of, and a commitment to the vision, mission and values of CDCH.

Desirable:

- Experience of working in an Animal Welfare environment.

General information

The charity is an equal opportunities employer and all employees are actively encouraged to contribute to the promotion of diversity.

All employees are required to act in accordance with their responsibilities under the Health & Safety at Work Act.

Data protection

As part of your duties, you will be required to obtain process and use information held on a computer or word processor. You may not use or disclose data for any other purpose than that for which it was recorded. You must only disclose data to authorised persons or organisations as instructed.

Working at CDCH

Please note that all offers of employment require:

- References deemed satisfactory to the organisation.
- Proof of eligibility to work in the UK.
- All new employees to the charity will be subject to a six-month probationary period.
- We are unable to allow staff to bring their own dogs with them to work.
- The post requires occasional working outside of normal office hours. Attendance may also be required at meetings which may be held in the evenings.
- A full-clean driving licence is essential.

This role profile is not exhaustive and may be subject to change to meet the operational needs of the charity.

No agencies please.

Please send a covering letter and completed application form by 5th April to jade.battrick@cdch.org.uk.

Interviews will be held on the week commencing 8th April.