

JOB DESCRIPTION

Post Title:	Campus Vets and Pets Receptionist
Responsible to:	Vice Principal Student Services – (The College of Animal Welfare)
Responsible for:	Reception, Kennels and Cattery animal care
Location:	Leeds Campus
Hours of Attendance:	Maximum of 40 hours per week on a rota basis. The appointee will be expected to work flexibly to meet the requirements of the post

PURPOSE OF THE POST

The Receptionist is responsible for providing a professional and efficient service at all times. Ensuring all visitors both internal and external are dealt with promptly and directed accordingly. To take and administer bookings for animal boarding and dog grooming activity. To receive animals. To signpost visitors to the correct service provider staff. To assist the kennel and cattery team perform their duties.

Main Areas of Responsibility

- Reception duties ensuring enquiries are dealt with professionally and efficiently
- Assist with animal care in Kennels and Cattery
- Security access
- Actively promote high quality information, advice and guidance to both internal and external enquiries
- To take and administer grooming and boarding bookings, preparing client consent sheets and oversee entry and exit of animals for grooming and boarding appointments
- Signposting clients and visitors to all Cats Protection, Dogs Trust, College of Animal Welfare, Campus Vets and Pets, Cloud 9 Hydrotherapy and Animal Trust Veterinary surgery as appropriate
- Maintain client records
- Maintain and archive data
- Information, Advice and Guidance



DETAILED TASKS

1. Reception Duties

- 1.1 Meeting and greeting visitors and clients, and directing them as appropriate
- 1.2 Receiving all deliveries and ensuring they are dealt with as appropriate. Organising collections/couriers when necessary
- 1.3 Taking payments from clients for services rendered
- 1.4 Ensure leaflet stands and notice boards are kept updated and tidy
- 1.5 Complete appropriate documentation for non-standard post and organise relevant collection, e.g. recorded, special, contract
- 1.6 Noting and following up learner absences and ensuring appropriate documentation passed to Course tutor
- 1.7 Dealing with learner enquiries

2. Assist with animal care in Kennels & Cattery

- 2.1 Maintenance of high standards of hygiene in all kennel and cattery areas as instructed preparation and provision of food, water and medication (as instructed) to resident cats and dogs
- 2.2 Preparation of animal accommodation for occupation by cats and dogs
- 2.3 Provision of a safe, healthy and enriched experience to all animals in our care including assisting with the provision of exercise and appropriate mental stimulation
- 2.4 Perform all tasks in compliance with Campus Standard Operating Procedures (SOP)
- 2.5 Ensure that all animal housing and communal areas e.g. exercise areas and perimeter fences, are safe and secure at all times

3. Telephone Duties

- 3.1 First point of contact for telephone calls on Saturdays and Sundays and outside The College of Animal Welfare's operating hours, assisting with incoming calls and re-directing where appropriate
- 3.2 Ensure all telephone messages are taken accurately and passed on promptly

4. Security Access for Non-Staff

- 4.1 Ensure that clients are directed to their required service
- 4.2 Ensure that visitors are signed in, given a visitors badge and given basic health and safety instructions
- 4.3 Ensure visitors and clients do not have access to restricted areas
- 4.4 Ensure that if necessary visitors and clients are accompanied around the building
- 4.5 Ensure that visitors sign out when leaving or exiting the building
- 4.6 Ensure that parking on site is both safe and legal and direct visitors and clients as required
- 4.7 Ensure that all visitors are collected from reception by a member of staff
- 4.8 Challenge any client, student, staff member or visitor who is on the premises in accordance with the basis of their access
- 4.9 Challenge any person who is not smoking in the designated smoking area

5. To take and administer animal grooming bookings

- 5.1 Responding to calls to request grooming appointment or boarding place
- 5.2 Making bookings and ensuring grooming data is up to date
- 5.3 Ensuring client data is collected, checked and accurate
- 5.4 Call clients to remind them of scheduled appointment where text not available/feasible

6. Prepare client consent forms for grooming and boarding bookings

- 6.1 Complete client consent forms in advance of appointments
- 6.2 Annotate forms to detail previous grooming activity or services carried out (if appropriate)
- 6.3 Gain consent signatures for booked appointments
- 6.4 On completion of grooming activity ensure grooming system is brought up to date with activity carried out
- 6.5 On discharge from boarding ensure records are brought up to date with the attendance made
- 6.6 Scan and archive client consent forms

7. Book in and discharge dogs and cats for grooming appointments

- 7.1 Gain consent signatures for appointments and bookings
- 7.2 Discuss requirements with clients
- 7.3 Agree animals' collection time
- 7.4 Gain consent forms for animals groomed before exit
- 7.5 Book repeat appointments as agreed with client

8. Maintain and archive data in relation to dog grooming appointments

- 8.1 Ensure client data is up to date at all times
- 8.2 Make courtesy calls to clients to check information held
- 8.3 Archive client consent forms to ensure full availability of information held

9. Book in and discharge dogs and cats for boarding services

- 9.1 Gain consent signatures for appointments and bookings
- 9.2 Discuss requirements with clients
- 9.3 Agree animals' collection time
- 9.4 Gain consent forms for animals boarded before exit
- 9.5 Book repeat appointments as agreed with client

10. Maintain and archive data in relation to boarding services

- 10.1 Ensure client data is up to date at all times
- 10.2 Make courtesy calls to clients to check information held
- 10.3 Archive client consent forms to ensure full availability of information held

11. Health & Safety

- 11.1 To comply with the Health & Safety at Work Act
- 11.2 To be aware of Health and safety arrangements at The College of Animal Welfare and Campus Vets and Pets via team meetings, minutes and staff notice boards

- 11.3 To comply with The College of Animal Welfare and Campus Vets and Pets and partner institutes' Health & Safety regulations
- 11.4 To ensure that students' safety is considered at all times
- 11.5 To take responsibility for maintaining awareness of Health & Safety at Campus Vets and Pets via the Committee, minutes and staff notice-board

12. Animal Welfare

- 12.1 Comply with all animal welfare legislation

13. General

- 13.1 Participate in appropriate meetings, open evenings and other events as required
- 13.2 Actively promote the implementation of The College of Animal Welfare and Campus policies for Equality and Diversity and Environmental Sustainability
- 13.3 Participate actively in Campus Vets and Pets performance review and appraisal processes and undertake appropriate continuing professional development including management training
- 13.4 Work in a flexible, proactive manner to meet the changing requirements of education and training and undertake such other duties, commensurate with the post, as may be required by senior managers
- 13.5 Attend and take part in meetings taking and circulating minutes as required

14. Information, Advice & Guidance

- 14.1 Provide all learners, potential learners, clients and potential clients with accurate and up to date information and advice that enables them to make informed choices
- 14.2 Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance
- 14.3 Actively promote high quality information, advice and guidance
- 14.4 Listen to what clients of our service say about our provision and continually improve our delivery

15. Safeguarding

- 15.1 Ensure you know the name of the designated person and their role
- 15.2 Know how to pass on and record concerns about a child, young person or vulnerable adult
- 15.3 Understand individual responsibility for referring child protection concerns using the proper channels and within the agreed timescales
- 15.4 Attend Induction training for Child Protection and attend a refresher on a three yearly basis so that you know – your responsibilities, the local procedures, the need to be vigilant in identifying cases of abuse and how to provide support and respond to a student who tells of abuse
- 15.5 Ensure concerns about poor or unsafe practice in regard to students are raised in a timely manner
- 15.6 Be clear that you cannot promise to keep secrets of clients, visitors, staff or students

- 15.7 Ensure that the five Every Child Matters outcomes – being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing are met
- 15.8 Promote health in areas such as:
- Smoking
 - Drug and alcohol use
 - Disease prevention and control
- 15.9 Review policy and procedures on an annual basis

Equal Opportunities

Campus Vets and Pets undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. Campus Vets and Pets is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

Attributes	Essential	Desirable	How Identified
Education Level/ Qualification	<ul style="list-style-type: none"> • L2 Literacy and Numeracy • Willing to undertake essential CPD • Willing to undertake a qualification in IAG 	<ul style="list-style-type: none"> • Level 2 qualification in ICT • L3 Customer service award. • L2 Certificate in Animal Care 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
Experience	<ul style="list-style-type: none"> • Effective telephone/communication skills • Good time management • Good presentation of work • Accuracy • Experience in a front-facing customer service role • Animal handling 	<ul style="list-style-type: none"> • Receptionist experience • Animal care experience 	<ul style="list-style-type: none"> • Application form • References
Knowledge and Ability	<ul style="list-style-type: none"> • Ability to work methodically and on own initiative • Ability to work to and meet deadlines • Ability to maintain a high level of accuracy and confidentiality • Comply with CAW H&S regulations as outline in the H&S policy • Ability to work as part of a team 	<ul style="list-style-type: none"> • Knowledge of dog breeds and grooming requirements • Confidence with animal handling (dogs and cats) 	<ul style="list-style-type: none"> • Application form • References • Interview
Attitude/Disposition	<ul style="list-style-type: none"> • Presentable • Organised • Keen to contribute • Receptive to training • Be honest and trustworthy • Be respectful, Be flexible • Demonstrate sound work ethics • Be empathetic towards animals 	<ul style="list-style-type: none"> • Caring nature • General interest in companion animals and pet keeping 	<ul style="list-style-type: none"> • References • Interview



