

JOB DESCRIPTION

Job title:	Clinic Receptionist
Accountable to:	Acting Head of Clinic
Reporting to:	Head RVN
Department:	Clinic
Location:	London

Context

Mayhew provides a range of animal welfare and veterinary services, in the UK and abroad. We offer expert veterinary care, rescue and rehoming, programmes in the community and guidance and support to improve the lives of dogs and cats in need. We operate, in the main, from our historic building in north London but also have operations in Georgia and Afghanistan.

Job purpose/summary

At Mayhew, dogs and cats in need come through the doors of our shelter and community vet clinic in North West London every day. In our community vet clinic, we provide a range of free of charge preventative veterinary care treatments to those who live in our five-borough framework and who cannot otherwise afford them including annual health checks, neutering, vaccinations, parasite control, microchipping, dentals and advice and support. We also help train veterinary students. More information about our clinic can be found here [Vet Clinic - Mayhew \(themayhew.org\)](http://themayhew.org).

We are very proud of the vital work we do in our clinic to make sure dogs and cats in our community have the care, support and love they deserve and our Clinic Receptionist is right at the heart of this, providing excellent customer service, supporting the smooth running of the clinic and undertaking other administrative duties from time to time.

Our clinic operates 7-days a week, looking after pets brought in by the public in addition to the animals in our care at the shelter; the clinic is open to the public Monday to Saturday. Our Clinic Receptionist usually works 35 hours per week, Tuesday to Saturday between the hours of 8am and 4pm. We offer a caring and supportive team, lots of variety and the opportunity to make a lasting difference to the lives of dogs and cats and pet owners who rely on us.

Key relationships

- Acting Head of Clinic
- Head RVN
- Vet surgeons
- RVNs
- Clinic volunteers
- Veterinary students

Main areas of responsibility

Providing excellent customer service

- Assisting the Acting Head of Clinic and the wider clinic team in the day to day running of Mayhew's community vet clinic, interfacing with the general public in a polite and courteous manner
- Ensuring all visitors are acknowledged and welcomed promptly as soon as they enter the clinic reception and their needs are supported promptly and efficiently

- Taking, organising and monitoring bookings for veterinary services, procedures and clinics offered at our community vet clinic, including the sending of reminders for appointments
- Ensuring all phone calls, emails and messages are dealt with promptly and efficiently
- Supporting the team with registering and administering new dogs and cats coming into the clinic
- Processing monetary transactions and putting them through the till correctly
- Ensuring reception area is tidy, well stocked and welcoming, including adequate provision of information leaflets, advice sheets in the reception waiting area and for handing out to clients
- Ensuring waiting room displays are informative and engaging

Supporting the smooth running of our clinic

- Handling paperwork and Practice Management System aspects of admittances and discharges, including computing of surgical admittances and discharges
- Ensuring all paperwork is filed and archived in accordance with practice procedures
- Ensuring lists of other local private and charity vets are kept up to date and are accurate
- Receiving deliveries to clinic and ensuring the batch codes are recorded correctly on VetIT

Other administrative duties

- Under the direction of the Head RVN, supporting with administration of the Clinic such as handling consent forms, documentation, ordering, reporting and other ad hoc tasks
- Supporting the management of retail sales within our clinic reception, including stock management
- Producing ad hoc reports as requested
- Attending clinic team meetings and keeping clinic leadership informed of any issues
- Providing cover for the Home's main reception in the event of absences or short-staffing there

General

In addition to the specific duties and responsibilities outlined in this job description, all Mayhew employees should be aware of their specific responsibilities towards the following:

- Mayhew is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role
- Adhere to all health and safety and fire regulations and to co-operate with the charity in maintaining good standards of health and safety
- Adhere to all Mayhew policies and procedures at all times
- Actively promote and support the safeguarding of dogs and cats in need, observing and adhering to values and policies on animal welfare
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute
- Promote and sustain a responsible attitude towards equal opportunities and diversity
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

PERSON SPECIFICATION – Clinic Receptionist

Criteria	Essential	Desirable
Knowledge, educational & professional qualifications	<ul style="list-style-type: none"> GCSEs 	<ul style="list-style-type: none"> Level 2 NVQ in Animal Care Knowledge of vet clinic good practice procedures and equipment
Experience	<ul style="list-style-type: none"> Working on a busy Reception desk Providing administrative support Working with animals. 	<ul style="list-style-type: none"> Experience of working on reception or providing administrative support in: <ul style="list-style-type: none"> an animal welfare organisation or shelter environment or a charity or a clinic setting Experience of dealing with distressing situations and/or distressed animals
Skills / Abilities	<ul style="list-style-type: none"> Excellent customer service – able to communicate effectively and ensure shared understanding. Professional, friendly, calm and caring manner – whether client facing or within the team Collegiate and co-operative approach, supporting colleagues as needed Conscientious and diligent, proactively identifying opportunities to improve customer service Able to work well in a sometimes pressured and emotive environment Able to exercise sensitivity and tact, ensuring client confidentiality at all times Able to work confidently and happily alone, with minimal supervision Excellent verbal and written communication skills Good time management and ability to juggle multiple tasks or priorities Flexibility to meet changing needs as they arise Basic skills in all MS Office packages (especially Outlook, Word, Excel, PowerPoint) Willingness to learn 	<ul style="list-style-type: none"> Clean driving license and willingness to drive one of our animal ambulances from time to time

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities