

## **JSPCA Animals' Shelter Role Profile Reception – Part Time**

---

As an integral member of the Front of House Team, you will work collaboratively and flexibly with your colleagues to provide an efficient, professional and caring front of house service for members of the public seeking to use the services of the JSPCA.

You will communicate effectively with the public and your colleagues, work within JSPCA policies, procedures and guidelines and support the promotion of the JSPCA and responsible pet ownership to the community.

This role is primarily to provide support over the lunchtime period Monday to Friday and every Saturday morning. Flexibility is required to cover additional hours for annual leave etc.

---

### **Areas of responsibility and delivery:**

#### **Client Experience:**

You will help create a good client experience, through the proactive provision of a welcoming front of house service. Your role will deliver high standards of presentation and client engagement, offering a consistently warm and caring initial welcome to the JSPCA. You will listen to and respond to client feedback, elevating to a manager where appropriate.

#### **Supporting the Business**

Under the guidance of your manager, and by planning and managing your day to day work in an efficient way and communicating with colleagues you will ensure the most efficient use of resources. Your duties will include:

- Provision of an efficient, professional and caring reception service both in person and via the telephone covering a wide variety of matters, including:
  - Taking calls about lost/stray dogs and cats & pass on to Ambulance Driver
  - Taking calls about injured or orphaned birds and wildlife & pass on to Ambulance Driver
  - Taking bookings for cat boarding
  - Making appointments for veterinary appointments
  - Receive donations from the public
  - Manage visitors to reception, directing to appropriate member of staff
  - Assisting clients sensitively with the collection of their pets' ashes
  - Assisting clients with giving cremation instructions and filing in paperwork
- Processing sales of shop items, medication and food items
- Management of till processes in accordance with defined procedures
- Managing the appointment diary and the visitor book for on site visitors
- Maintaining records both in excel and database formats
- Ensuring that client data held and used by the front of house team complies with the requirements of Data Protection Legislation
- Provision of information to clients about the value and availability of preventive services

- Maintenance of the reception and waiting areas to a high standard of presentation, safety and cleanliness, elevating any areas of concern to the Support Services Manager

**Working Safely and Securely:**

You will take reasonable care for your own safety and the safety of others, including the public, staff, volunteers and contractors, by complying with health and safety and other related procedures to manage and minimise risk.

You will undertake high quality risk assessments for the area in which you work and actively participate in evacuation training and procedures as necessary.

**Teamwork:**

You will be an excellent team player helping to create a great place for your colleagues (staff and volunteers) to work. You will be supportive, flexible and helpful to staff and volunteers alike, fostering a culture of good teamwork.

You will participate in periodic team meetings and work with colleagues to complete actions arising from them.

**Financial Procedures:**

You will comply with all relevant financial procedures. You will strive to be efficient and ensure cost effectiveness in all the work that you do.

**Supporting our Purpose**

You will wear your JSPCA uniform with pride and enthusiastically provide information about the JSPCA to the public to foster a greater understanding and appreciation of our cause.

You will help maximise our income generation, using JSPCA guidelines and procedures, and will support wider fundraising initiatives as required.

**Knowledge, Skills and experience needed**

- Strong people and interpersonal skills enabling strong and effective working relationships and interactions with clients.
- Experience of office procedures, including good IT skills, record keeping and cash management procedures.
- Excellent communication skills
- Able to work on own initiative without immediate assistance from manager and take responsibility for getting things done within agreed parameters.
- Good team worker and 'can do' attitude
- Able to plan and organise.
- Ability to work under pressure and to agreed deadlines.
- Knowledge and understanding of Data Protection Legislation requirements.

- Knowledge of relevant Health and Safety compliance requirements and best practice relating to all aspects of the job.

**Scope of the Role**

**Reports to:** Support Services Manager

**Working hours/Pattern:** Part Time – 16.5 hours a week  
Mon to Fri 11.45am – 2.15pm Saturday 9am – 1pm.  
Flexibility to work additional hours to cover absence.

**Line management:** None

**Operating budget:** No direct budgetary responsibility but may have delegated responsibility for some aspects of operational related budget.

**Date of review:** March 2024