

JOB DESCRIPTION

JOB TITLE:	Receptionist	DEPARTMENT	Reception
REPORTS TO:	Reception Team Leader	SALARY:	£10.57 per hour
PLACE OF WORK:	Oak Tree Farm, Wetheral	REVIEW DATE	October 2023

• PURPOSE OF THE JOB

- To provide a front of house reception service for all visitors to the Charity.
- To deal with queries from the general public and liaise with veterinary practices, charities and other organisations in a polite, friendly and effective way.
- The post holder will be required to manage and direct telephone, systems and verbal requests for information.
- The post holder must have strong communication skills and used to dealing with difficult situations in an empathic manner.
- It is a prime objective that all coming to the Charity are greeted in a friendly and helpful manner.

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- Take responsibility for the Reception area, including opening and closing, ensuring visitor information is up-to-date and that the environment meets health and safety requirements.
- Be the first point of contact for enquiries at the charity, welcoming visitors, answering and logging questions effectively and signposting enquiries efficiently to colleagues where appropriate.
- Have sufficient animal knowledge to deal effectively with common questions and concerns raised by the public to give advice.
- Ensure appointments are welcomed and advise OTAC staff when their appointments arrive on site.
- Use their own judgement and communication skills to assist those who arrive with no appointment but needing advice.
- Promote activities and events undertaken by Oak Tree.
- Enter all required information accurately onto the Charity's IT system, ensuring that records are amended as required and that all relevant information is recorded.
- Process sales from the onsite shops as well as payment for bookings and donations, balancing the till at the end of each day.
- Open and distribute the post.
- Support other Charity departments with administrative tasks as required.
- Ensure stationery levels are maintained, ordering when required.

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- Be competent in the use of technology in Reception, eg, photocopier/scanner, till, computer, franking machine and ensure all are kept in good working order.
- Ensure the Reception area is kept clean and tidy with any donated items moved and stored in appropriate locations.

- **OTHER COMMENSURATE DUTIES**

- To maintain and develop all databases, appropriate filing systems and data storage, ensuring accuracy, confidentiality and legal compliance is maintained in line with GDPR.
- Any other duties commensurate with the responsibility and remit of the role, including the provision of cover for colleagues during periods of role vacancy, holiday or sickness.
- To liaise closely with other departments and partner organisations to ensure good communication and positive and supportive relationships are maintained.
- Adhere to the Charity's policies and procedures and the HR policies set out in the staff handbook relating to staff discipline, contracts, terms of employment, health and safety and equal opportunities.
- Promote at all times the work and good name of the Charity and in so doing endeavor to ensure that the public are aware of the support needed to maintain and expand the work in caring for all animals in need.

- **HOURS OF WORK**

- Two days per week (16 hours) worked on a three week rota basis with the other receptionists which includes one weekend in three.
- Additional cover will be required to cover holiday and sickness for the Reception team.

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Person Specification: Receptionist

Essential Criteria	Recruitment Assessment Area
1. A good standard of education at GCSE's at C level including English OR Minimum 1 year experience of working within a similar role/capacity where a high level of written communications skills were required.	<ul style="list-style-type: none"> • Application • Interview
2. Excellent interpersonal and customer care skills and experience of managing internal and external relationships; ability to work as part of a small team	<ul style="list-style-type: none"> • Application • Interview
3. Tact and diplomacy when dealing with others with a proven ability to be empathetic and pragmatic in challenging situations both in person and through telephone and email	<ul style="list-style-type: none"> • Application • Interview
4. Strong sense of responsibility, accuracy and accountability	<ul style="list-style-type: none"> • Application • Interview
5. Excellent organisational and planning skills	<ul style="list-style-type: none"> • Application • Interview
6. Ability to work flexibly, pragmatically, autonomously and under pressure.	<ul style="list-style-type: none"> • Application • Interview
7. Excellent presentation and communication skills	<ul style="list-style-type: none"> • Interview
8. An interest in animal welfare and the ability to communicate animal welfare messages effectively	<ul style="list-style-type: none"> • Application • Interview
9. Experience of undertaking administration duties and cash handling	<ul style="list-style-type: none"> • Application • Interview
10. IT literate especially with Microsoft Word, Excel, and fundraising databases.	<ul style="list-style-type: none"> • Application
11. Clean UK Driving Licence	<ul style="list-style-type: none"> • Application

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To apply for this role, please download an application form from our website at www.oaktreanimals.org.uk

Please email completed forms to HR@oaktreanimals.org.uk

All applications should include a covering letter and be returned to Oak Tree Animals' Charity