



Job Description

Job Title: Vet Receptionist/Receptionist (Part-time)

Reporting to: Animal Centre Management Team

Based: RSPCA Coventry & District Branch Animal Centre, Coventry

Wage: £14,105 - £16,523 per year

Hours: 25 hours per week including some weekends and evenings

About us

The RSPCA Coventry and District Branch has been in existence since 1873 and we've been based at Brownhill Green Farm for 40 years. Our vision is a world where all animals are respected and treated with kindness and compassion and our mission is to ensure animals have a good life by rescuing and caring for those in need, by advocating on behalf of all animals and by inspiring everyone to treat them with compassion and respect.

Our Branch is an independent registered charity, separately funded from the National RSPCA. We receive no government funding. It costs around £40,000 per month to keep our Animal Centre open and our vets bills are often £1,000 a week, although this can dramatically increase if we have a poorly animal in our care. We rely on donations from the general public to fund our work.

Main Purpose of the Job

We are seeking a Vet Receptionist/Receptionist to join our team in providing excellent front desk support and administrative assistance. The ideal candidate will have strong organisational skills and a friendly demeanour to ensure the RSPCA Coventry & District is well-regarded in our local community.

Duties

Your duties will include but are not limited to:

- Greet and assist visitors in a professional and courteous manner
- Answer and direct phone calls, emails and social media messages efficiently in a friendly and respectful way
- Maintain and update vet records and software

- Maintain and update computer records and information
- Maintain staff records and policies in accordance with GDPR
- Assist with other administrative tasks as and when needed

Benefits

- Company pension
- Free parking
- On-site parking

Education

- GCSE or equivalent (preferred)

Experience

- Customer service: 1 year (preferred)
- Administrative experience: 1 year (preferred)

THIS JOB DESCRIPTION IS NOT EXHAUSTIVE