



JOB DESCRIPTION

Receptionist

Location: USPCA Head Office, Newry

Reports to: Customer Care Manager

Key Relationships: Customer Care Manager, Vet Clinic team, Animal Care team

Remuneration Package: £24,500 per annum pro rata (£14,000 pa for 20 hours per week), Pension Contribution.

Contract: Permanent, Part-Time (20 hours per week on a rota basis, Mon – Sat)

About the USPCA

The Ulster Society for the Prevention of Cruelty to Animals (USPCA) is Northern Ireland's leading animal welfare charity. For over 180 years, we have worked to protect animals, prevent cruelty, relieve suffering, and promote kindness across our communities.

We deliver vital services from rescuing and rehabilitating animals to tackling wildlife crime and educating the public. By joining our team, you will help ensure the delivery of high-quality customer care and support the organisation's mission to improve animal welfare across Northern Ireland.

Role Purpose

This Receptionist role will play a key role as part of a team in providing an efficient and friendly customer care service to visitors and callers to the USPCA, and ensuring the charity is portrayed as professional, caring and informative about animal welfare. They will ensure outstanding client experience.

Key Responsibilities

- To ensure that the telephones are answered promptly and politely, taking details and messages from incoming calls and passing on these messages to the appropriate persons.
- To be responsible for welcoming customers to the USPCA, informing them of our procedures and being helpful at all times.
- To be responsible for liaising with the Veterinary Department, Animal Welfare Officers, Retail and Grooming staff, to ensure the smooth and efficient running of the services.
- To ensure that all follow-on phone calls and paperwork are completed in a neat and thorough manner, and in line with GDPR requirements.
- To ensure that information is given to customers in an accurate and timely fashion.
- To be responsible for diary and appointment management as required.
- To ensure the USPCA computer system is kept up to date, including the efficient recording, filing and retrieval of all administrative records relating to animal admissions, re-homing and the veterinary department.
- To be responsible for managing the reception email account as part of the team and directing enquiries to the appropriate persons.
- Providing information to clients, signposting them to the most appropriate services / department.
- To ensure that customers within the Veterinary, Shop and Grooming are served efficiently at all times, accepting payment of cash, cheques or cards.
- To be responsible for end of day cashing up of daily takings ensuring the till reconciles with sales records.
- To ensure that reception and the customer waiting area are kept clean and tidy at all times and that the area is Health & Safety compliant with no risk to visitors (in accordance with instruction and guidance from the Manager).
- To promote the good image of the USPCA both internally and externally by communicating in a positive manner.

Governance & General Responsibilities

- To ensure compliance with relevant regulations, health and safety, and data protection legislation.
- To maintain accurate records.
- To promote and uphold the USPCA's mission policies, procedures, and values.
- To maintain professionalism, high standards of professional conduct confidentiality, and integrity at all times.
- To contribute flexibly to the needs of the organisation.
- To ensure the organisation is represented positively at all times.
- To take reasonable care for personal health and safety and that of colleagues, clients, volunteers and members of the public.
- To deal with confidential and sensitive information appropriately and maintain professionalism in all internal and external interactions.
- To undertake additional duties, travel and attendance at events or meetings, including outside normal working hours, where reasonably required within the scope of the role.

PERSON SPECIFICATION

Essential

Qualifications

- GCSE Maths and English at Grade C or above (or equivalent).

Experience

- 1 years' experience in a receptionist role.
- Good understanding of the principles of customer centred service provision.
- Experience of general administration tasks, and GDPR compliance.
- Excellent standard of numeracy and previous experience of cash handling and till reconciliation.

Knowledge & Skills

- Excellent communication skills, written and oral.
- Demonstrate IT skills.
- Ability to work well under pressure.
- Ability to manage own time effectively.
- Willingness to take direction.

Personal Qualities

- Good standard of personal presentation.
- Professional and caring approach to animal care.
- Self-motivated to work independently.
- Confidence to seek guidance where appropriate.
- Sympathetic to the aims and policies of the USPCA.
- Committed to high standards of animal welfare, service quality and professional conduct.

Desirable

- Customer Service/ Administration Qualification.
- Previous experience in an animal care / veterinary / clinical environment.

- Previous experience within a retail environment.

Other Requirements

- Flexibility to work varied hours, including occasional evenings/weekends.
- Full UK driving licence with access to transport and willingness to travel.
- Commitment to continuous professional development and to the USPCA's mission and values.