

Receptionist Job Description

Job Title:	Receptionist
Reporting to:	Animal Centre Manager, Deputy Manager
Location:	RSPCA Animal Centre. Wade Street, Halifax

Job Purpose:

Responsible to the Animal Centre Manager, Deputy Manager.
To assist with the day-to-day supervision of the reception area of the animal centre, including training of reception staff and volunteers
To always make sure that the RSPCA is seen as professional, caring, and informative of the animal Centre.
Ensure work carried out is in accordance with RSPCA rules for branches.

About the Department and role:

The RSPCA Halifax, Huddersfield, Bradford & District Branch is an independent branch of the RSPCA. Our Animal Centre cares for, rehabilitates, and rehomes hundreds of cats, dogs, and small animals each year. The RSPCA Halifax, Huddersfield, Bradford & District never put a healthy animal to sleep.

The RSPCA Halifax, Huddersfield, Bradford & District Branch rehabilitates and rehomes approximately 800 animals each year.

The animal centre aims to deliver high standards of animal welfare and successfully rehome as many animals as possible.

- **Animal care and welfare** – Ensure the highest standards of animal care and welfare within the Animal Centre.
- **People** – Working as a team and liaising with Animal Centre Manager and Deputy Manager.
- **Training and Development** – Complete RSPCA Standard procedures. Attend and participate in any training events deemed suitable for your role.
- **Volunteers** – Work alongside volunteers and students so they feel supported, respected, and valued.
- **Health and Safety** – Be responsible for your own health and safety.

Specific responsibilities:

People

Public relations, customer care & administration.

Ensure adequate staffing levels of reception area.

Attend events where appropriate to promote the shop.

Keep supporters updated with new information and maintain good relationships.

Ensure high level of customer care is achieved by regular inspection of paperwork prepared by reception staff, monitoring telephone calls and enquiries from members of the public.

Dealing with inspectors, other Branches and members of public including animal acceptance, and adoption.

The post holder is part of the frontline staff, maintaining good customer relations and projecting a professional image for the society.

Welfare of Animals at the Animal Centre

Assist in Animal Care duties when required, See ACA JD

Ensure animal welfare standards are maintained in accordance with the standards set by the RSPCA Licencing

Attend weekly senior meetings, all meetings held are confidential and not to be discussed with other staff

Assist in the prevention of outbreaks of disease in the animal centre by ensuring reception area is always clean and tidy and kept maintained.

Health and Safety

To ensure the Manager is made aware of any health and safety incidents/concerns.

Report any faulty equipment, lighting, heating, ventilation etc to the supervisor/management team.

Ensure areas are safe and secure before work commences and when work finishes.

Follow procedures as laid down in the Health and Safety manual to be observed in all aspects of work.

Co-operate with society policies and procedures for health and safety.

To take care of their own health and safety and that of others who may be affected by their acts and omissions.

Be responsible for the tidiness and organisation in the area you work.

Administration

Completion of all necessary administration and paperwork required by the role.

Use branch software Animal Shelter Manager and Evette.

Ordering stock, researching new products, checking invoices.

Adding new stock to Cybertill and website for online shop.

Ensure all animal microchip details are updated and registered.

Ensure all paperwork and records are completed and accurate.

Provide statistical information to management as required.

Control Shop Budget.

Keep the online shop updated as appropriate.

Complete and update website for online shop orders.

Efficient recording, filling, and retrieval of administrative records, to provide initiative within the centre to assist with improving administration efficiency and effectiveness.

Complete shop stocktakes accurately, when required.

Stock adjustments.

Fundraising, Publicity, Public Relations

To assist with the coordination of fundraising events when required.

Participate in any fundraising or publicity events that the Animal Centre manager/Deputy Manager considers appropriate.

Attend Branch welfare events and organise appointments.

Attend to the needs of the client/customer/public, face to face or via the telephone. Liaise with colleagues in other departments/volunteers/fundraising team

General

Attend and participate in any training events considered appropriate by the Animal Centre Manager/Deputy Manager.

Drive the establishment vehicle on society business, if applicable.

Ensure security measures for cash procedures are maintained daily.

To cash up daily and ensure float and takings are accurate according to Cybertill.

Complete regular price comparisons.