

JOB VACANCY

Job Title: Reception & Rehoming Assistant (22 hours per week)
Job Ref No: RRA100521
Term: Maternity Cover (6 month probationary period)

Main purpose of the post:

To carry out all administrative tasks associated with the running of reception. To match potential owners to dogs and cats looking for new homes. To act as an Animal Care Assistant as and when required.

PERSON SPECIFICATION

Essential experience & skills

- Full manual driving licence. **Candidates will have to be over 25 to be able to drive our vehicle to transport animals to and from the vets. This is due to restrictions on our vehicle insurance policy and is non-negotiable so please do not apply if you are under 25 or do not have a manual driving licence.**
- Experience of handling/owning dogs and cats.
- Confidence and ability to handle large and powerful dogs.
- Knowledge of what is involved in responsible pet ownership.
- Experience of dealing with the general public and their enquiries.
- Proven experience of applying sound administration techniques and skills.
- Excellent communication and customer care skills.
- Demonstrable organisational and IT skills to include Microsoft office programmes and databases.
- The ability to be flexible and work as part of a team.
- Ability to work on own initiative in the generation of work.
- Ability to maintain a positive & friendly attitude under pressure.
- Ability to work in an emotionally demanding environment, applying pragmatism and empathy to potentially difficult situations.

Desirable experience & skills

- Experience (paid or unpaid) of working with domestic dogs and cats in a kennel and cattery environment and able to handle untrained dogs and cats of all breeds and sizes.
- Education level 2 in domestic animal care/welfare and or behaviour.
- Education level 2 in customer service and or administration.

THE PERSON

The successful candidate will be hard working and reliable, possessing a love of animals and an empathy with people. She/he will be good humoured and enjoy working in a close knit team. The reception is very busy and the staff must be able to maintain a polite and patient approach to telephone and personal callers at all times. The reception staff represent the face of Gables as a first point of contact and therefore the image presented is vitally important.

Salary:

£9.19 per hour during probation period, which is increased to £9.72 per hour once probation period, is complete.

Hours:

22 hours a week on the following fixed shift pattern:

Monday	8.30am – 4.30pm
Tuesday	8.30am – 4.30pm
Wednesday	Day off
Thursday	Day off
Friday	Day off
Saturday	8.30am – 4.00pm
Sunday	Day off

Additional Important Information:

- We have dogs from our kennels in our offices therefore staff are not able to bring their own dogs to work with them. We also don't have enough kennel space for staff dogs.
- The holiday allocation for this position is 28 days, which includes public and bank holidays.
- As we care for dogs and cats 365 days a year this role involves working on public and bank holidays, if the shift pattern includes them.
- **All Reception staff work on either Christmas Day or Boxing Day, on a first come first served basis.**

Please see full job description below

Closing date:

7th November 2021. Interviews will start on the 8th November 2021.

How to apply:

To apply please download an application form, complete it and send it to the General Manager by post or email info@gablesfarm.org.uk

CVs alone will not be accepted.

Please Note: Candidates that are shortlisted after interview will be invited in for a trial day, which will be unpaid. This gives you the opportunity to see how we work, what the position involves and establish that you would like to work for us. It also enables us to assess your suitability for the position further.

Early applications are requested.

JOB DESCRIPTION

Post:	Reception & Rehoming Assistant
Responsible to:	Deputy Manager
Objectives of job:	To carry out all administrative tasks associated with the running of the homes reception. To match potential owners to dogs and cats looking for new homes. To act as an Animal Care Assistant as and when required.

Duties and responsibilities

Administration & Reception

- You are the first point of contact to all customer enquiries so must ensure excellent customer service and a welcoming presence is provided at all times and all enquiries are dealt with as soon as possible both by telephone and electronically.
- Answer the telephone in the prescribed manner. You are to execute good telephone techniques and pass information to appropriate areas for action.
- Follow the reception & rehoming standard operating procedures and policies at all times and ensure you keep up to date with any changes and developments.
- Process all boarding bookings and enquiries, following the standard operating procedures.
- Advise members of the public who have medical enquiries to contact their local vets.
- Advise members of the public who have behaviour problem enquiries to contact a local behaviourist. If it is a behavioural problem and the dog came from Gables, you are to take the details and pass it on to the Deputy Manager. Advise the customer that they will be contacted as soon as possible. On no account are you permitted to advise on dog behavioural problems.
- Maintain and consult records on dogs and cats as required.
- Prepare reports as requested.
- Keep the reception building and toilet facilities clean, tidy and organised, ensuring the supply of literature/leaflets is adequate at all times.
- Ensure animal waiting lists and lost and found registers are maintained and updated regularly. All urgent requests for admitting unwanted animals must be referred to the Deputy Manager. The Deputy Manager will determine and inform the RSPCA how many spaces they have on a regular basis.
- Book animals in and out using both IT and manual systems.

- Keep the animal location boards up to date.
- Respond to requests for animal medical history from a veterinary practice.
- Ensure an adequate supply of administrative forms are maintained, placing timely orders for forms not printed in house via the General Manager.
- Accept deliveries, once you have checked the delivery is definitely for Gables and not delivered in error. Once you have established it is for Gables then put NC by your signature.
- Be competent in the use of technology in reception e.g. IT systems, photocopier, fax machines and till and recording/retrieving information on databases.
- Wherever possible all items handed in by members of the public are to be taken in over the counter. You are to ensure all donated items are removed from behind reception to their allotted storage area as soon as practicable but always by the cease of work. Under no circumstances are donated items to be left to obstruct the foyer or other fire exits or public passages. Inform the Management if assistance is required to move the items.
- Carry out general cleaning duties as per the cleaning rota in the reception building and toilet facilities.
- Be **proactive** in the generation of work ensuring you keep the reception building clean and tidy at all times. You need to ensure that all daily duties are completed as well as looking to see what else you can do to ensure the smooth running of reception.
- Ensure all mail is franked and placed in the appropriate mail bags.
- Ensure that customers within the shop are served efficiently at all times, accepting payment of cash or cards.
- You are responsible for end of day cashing up on the days takings and ensuring that all monies are placed in the correct place.

Duties and responsibilities

Rehoming

- You are responsible for explaining our animal adoption procedures to customers, giving advice to those wishing to adopt an animal and checking a prospective new owner's suitability for animals in our care, following the rehoming procedures at all times.
- To advise and educate members of the public regarding responsible pet ownership.
- To give advice to prospective owners on settling their new pet into their home successfully.
- To implement the system for reserving dogs and cats, conduct interviews and complete paperwork when clients collect their animals.

- To arrange home visits and book re-homing appointments.

Duties and responsibilities

Animal Care Assistant (as and when required)

- As an Animal Care Assistant you are to ensure that your daily routines are carried out following the standard operating procedures for the section you are working in.
- Ensure that all utensils and equipment used for feeding, cleaning and other purposes are kept clean and stored appropriately.
- Follow feeding guidelines and medical instructions for all animals and report any problems or concerns to the duty supervisor.
- Work with other members of staff as part a team and communicate fully to ensure all duties are carried out to the highest standard.
- Assist the supervisors with extra duties as and when requested.
- Bath and groom dogs as and when requested.
- Provide environment enrichment for the dogs and cats.
- Get dogs in and out for dog walkers, according to the dog walking lists.
- You will be required to get animals in and out of their kennel or cat pen safely as instructed for visitors and other persons such as our photographer.
- To report to the management any visitors behaving inappropriately around or with our animals or your colleagues.
- To administer animal medications if and when instructed by the management.
- Animal Care Assistants who are over 25 years of age may be instructed by the management to carry out driving duties using the Home's vehicles. This will include transporting, loading & unloading animals to and from the veterinary surgery and the collection of donated goods.
- You may be required to handle or transport a dog or cat that is suffering or suspected to be suffering from a zoonotic disease.
- To administer animal medications if and when instructed by an Animal Care Supervisor and or Deputy & General Manager.
- Get dogs out for members of the public, supervising first visits and dog introductions. You will also assist members of the public looking at cats.

- Behaviour Unit instructions with regard to dog handling and training are to be adhered to at all times.
- Report any animal behaviour issues and problems directly to the Behaviour Unit/ Deputy Manager staff or in their absence an Animal Care Supervisor.
- Attend meetings, courses, and seminars as requested by the Management.
- Assist on the veterinary round as and when requested.
- Move animals to and from Reception as and when requested.
- Be polite and helpful to the public at all times.
- Refer all animal rehoming enquiries to the rehoming staff.
- Be conversant with and implement Gables Health and Safety procedures at all times.
- The Home's policies or procedures are not to be discussed with or within earshot of the general public or volunteers.
- Support and develop new Animal Care Staff, Animal Care Volunteers and Animal Care Work Experience students in liaison with the Animal Care Supervisors.

Duties and responsibilities

General

- To liaise with other areas of the Home.
- Carry out driving duties as required by the Management, which will include transporting animals to and from the contracted veterinary hospital and the collection of donated goods using the homes vehicles.
- You may be required to handle or transport a dog or cat that is suffering or suspected to be suffering from a zoonotic disease.
- You are responsible for maintaining and restocking the shop.
- Attend meetings, courses, and seminars as requested by the management.
- Be conversant with and implement Gables Health and Safety procedures at all times.
- You are responsible for maintaining client confidentiality and must abide by the data protection act. The Home's policies or procedures are not to be discussed with or within earshot of the general public or volunteers.

This job description is a non-exhaustive list of duties relevant to the role. You should also expect to undertake other duties within your competence and training as required by the Management.