



## Operations - Rehoming

<b>Job Title:</b>	Receptionist
<b>Reporting to:</b>	Assistant Manager Administration
<b>Dogs Trust Grade:</b>	F
<b>Location:</b>	Rehoming Centre

### Job Purpose

To provide all customers and clients with a friendly and approachable experience of Dogs Trust in a busy, fast paced environment and complete of a variety of computer-based administrative tasks to aid the efficient running of the rehoming centre.

To support the Assistant Manager Administration in facilitating communications across the rehoming centre teams by acting as an Internal Communications Champion.

### Overview of the Department/Team

Dogs Trust is the UK's largest dog welfare charity with a network of 21 rehoming centres in the UK and fostering schemes. Dogs Trust believes every dog deserves to live life to the full.

Rehoming Operations is responsible for achieving the mission of Dogs Trust through the intake, rehabilitation, and rehoming of dogs. Rehoming Operations is split into three functions: rehoming centres and fostering schemes, a field-based team, and a team in the London office. The rehoming centres also provide space for a variety of other Dogs Trust teams.

Rehoming centres and fostering schemes aim to successfully rehome as many dogs as possible. Each strives to achieve excellence in our logistical and rehoming processes as well as our, already high, canine welfare and customer experience standards, in a fast-paced and ever-changing working environment.

### Key areas of accountability

Act as an ambassador for the Dogs Trust brand, providing a warm and welcome experience to all customers and clients of the centre, providing relevant assistance and information as necessary, ensuring they have a positive visitor experience and where appropriate that Dogs Trust messages, activities and services are promoted at every opportunity.

Process cases received via Salesforce and answer telephone calls promptly and politely. Record and process messages, enquiries and important information and communicate accurately and effectively to the appropriate person. Ensure records within Salesforce are kept accurate and up to date.

Keep the reception area clean and presentable, ensuring that workstations and tables are clean and tidy throughout the day and that the area is well-stocked with literature, forms, and goods.

Assist the Assistant Manager Administration in maintaining accurate paper and electronic records, including admissions, adoptions and financial information, producing an end of day banking report and where needed assist with cashing up.
Prepare rehoming paperwork and packs for dogs going home and processing adoption payments and donations.
Assist customers in the rehoming process, explaining paperwork to adopters and making them aware of any relevant processes, such as Veterinary Support Fund (VSF), veterinary requirements i.e. post op care/appointments and medication.
Support colleagues in accessing and contributing to internal communications on rehoming centre and organisation-wide topics by acting as an Internal Communications Champion and disseminating messages from the internal communications channels (staff intranet and Champion-specific emails).
Welcome donations into the rehoming centre, acknowledging receipt as appropriate and processing as per finance policy and Standard Operating Procedures.
Clean and stock any vending machines, ordering stock when required.
Assist colleagues with administrative duties, such as requesting medical histories for the veterinary team, assisting with profiles on the website and writing up notes.
Any other reasonable duties.

### **Person Specification:**

#### *Essential skills, qualifications, experience, and attributes*

A positive and proactive attitude and willingness to work with members of the public, staff and volunteers.
Hard working, enthusiastic and a team player.
Excellent communication and interpersonal skills (verbal and written).
Good organisational and time management skills.
Reliable and flexible.
Able to work in fast paced, pressured environment.
Able to work on own initiative and have good judgement to escalate issues or seek guidance as appropriate.
An eye for detail and a high level of accuracy.
A good understanding of the importance of great customer service, ideally with experience of providing excellent customer care.
Administrative skills, including use of MS Office and computerised systems.
Commitments to the aims and objectives of Dogs Trust.
Ability to travel, including staying away from home on occasion, for training, meetings and conferences.
Full, clean manual UK driving licence and confident driving a variety of vehicles.
Emotional resilience to manage the potentially emotional demands of the role.

#### *Desirable skills, qualifications, experience, and attributes*

A qualification in customer care.
Experience of working in the welfare sector/animal industry.
Experience of using Salesforce.

### **Additional information**

The working pattern may include some late shifts (11am – 8pm). Weekend working will be agreed with the line manager and is likely to be at least two weekends per month. Your rota can also require you to work on a Bank Holiday. Depending on the rehoming centre, the role may also include occasional night duties (5pm-8am) which will require staying on-site in staff accommodation.
All employees are responsible for managing their own time and resources. Employees will be issued with a uniform and are expected to maintain this to a high standard of presentation and cleanliness
All employees are required to be mindful of expenditure and adhere to the expenses policy. All staff have an obligation to ensure that charity funds are used and spent to benefit dog welfare. The Receptionist will be responsible for the processing of payments relating to

adoptions and goods associated with dog ownership and administration of end of day banking. Dogs Trust policy and Standard Operating Procedures relating to financial processes are to be adhered to at all times.

All staff are to provide a welcoming environment to new staff and volunteers; some individuals may take on mentoring responsibilities within the centre.

All individual employees have a duty of care of their own health and safety and that of others who may be affected by your actions. Receptionists will be Emergency First at Work trained to be able to provide first aid cover to staff and visitors.

All employees are responsible for ensuring they understand and apply the rules and policy for data management. The Receptionist will have responsibility for the accurate processing and storage of data within their remit.

**Last Revised: March 2024**

Please see the organisational chart provided separately to see how this role fits in with the rehoming centre structure.

