



JOB DESCRIPTION

Job Title: Receptionist
Reports To: Clinical Director via Head Receptionist
Location: **Acorn Veterinary Surgery, 15-17 Acacia Grove, West Kirby, Wirral, CH48 4DD**
Date Written: September 2025

Job Overview:

Our aim within the practice is to treat our patients as though they were our own animals, and to treat our clients in the way we would wish to be dealt with ourselves.

This philosophy should be carried through all levels, in terms of our demeanour, appearance, professionalism and communication (between vets, clients, external providers such as laboratories and staff). We all have a part to play in ensuring the smooth running of the various aspects of the practice.

Purpose of Position:

To provide a professional, effective and organised client reception. To work flexibly to perform all administrative and clerical duties related to the professional responsibilities of a veterinary receptionist within the practice.

Roles & Responsibilities:

1. Greet clients with a smile and engage with all clients promptly putting clients at ease, respond effectively to client enquiries via the telephone or in person and relay accurate messages to other staff.
2. Make client appointments, book ops, process enquiries, requests and messages. Create new client files, update and monitor existing files, keep computer records updated.
3. With the help of other members of the reception team, organise veterinary appointments and liaise with the vets to ensure the day runs as efficiently as possible.
4. Remain up to date with and promote the Health Plan to all clients.
5. Take payments at time of sale to prevent debt from being generated, having the ability to call clients after their visit if they have not paid or monies are outstanding which will include issuing statements and reminders to clients according to set protocols.
6. General clerical duties including ordering stationery, photocopying and sending faxes, dealing with the mail and reminders as required.
7. In the absence of your practices' nominated insurance administrator, you may be required to process claims. Full training and support will be given in order to process insurance claims according to set procedures.

8. To support stock control within the practice to ensure that products are used in a timely and efficient manner.
9. Be aware of worming and vaccination policies. Accurately assess client needs and offer appropriate services or products, liaising with the vets and nurses as required. Pass on queries to other members of staff when they fall beyond the limits of your knowledge.
10. Supply products prescribed by suitably qualified personnel according to training and authorisation. Ensure maintenance of good stock control.
11. To be able to multitask and work in a fast-paced environment whilst remaining calm under pressure.
12. Keep the reception areas and waiting room clean and tidy at all times which may involve the cleaning up of animal bodily fluids (and solids!). Take a pride in the appearance of these areas and organise interesting displays and notices.
13. Partake in reports and stock takes when necessary.
14. Ensure telephones are answered promptly including putting phones through to night duty and taking responsibility for ensuring the phone transfers for out of hours services is functioning effectively before leaving.
15. Co-ordinate within the team to ensure the reception area is fully operational and efficient at all required times including holidays and in the event of people being off sick.
16. Assist the clinical team with patient handling and restraint, after training provided, when other clinical team members not available, for example at weekends when working alone with the duty vet.
17. Undertake or assist other members of staff with other administrative duties such as booster reminders, insurance claims or any other reasonable tasks as may be requested by the management team.
18. Respond effectively to any complaints or seek assistance from senior member of staff if necessary to ensure client satisfaction.
19. Carry out any further duties necessary in connection with your role as required and determined by Willows Veterinary Group.

Person Specification

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively.

Criteria	Essential	Desirable
Relevant Qualifications <ul style="list-style-type: none"> • Educated to GCSE level • Administration or IT qualification • Typing qualification 	X	X X
Relevant Experience, Skills and Knowledge <ul style="list-style-type: none"> • Previous experience of providing excellent customer service, preferably face to face • Previous experience in an administration role 	X X	

<ul style="list-style-type: none"> • Excellent telephone manner • Fully computer literate and prior experience of working with Microsoft Office Packages, Outlook and Internet • Attention to detail and accuracy in work • Ability to work in a fast-paced busy environment which will require multi-tasking • Knowledge of the Veterinary industry 	X X X X	X
Communication and Interpersonal Skills <ul style="list-style-type: none"> • Confident communicator, both on the telephone and face to face • Flexible team player • Organised and methodical in work • Ability to keep calm in a busy environment 	X X X X	

Additional notes:

As the Willows group has many branches it might be necessary for you to support other practices and be considerate of their needs as well as the needs of your own branch. Occasionally due to un-foreseen circumstances, staff may need to be seconded to facilitate cover at other surgeries, and your co-operation in supporting the logistics of this may be required.

You will be joining a team of:-

- 5 vets
- 11 nurses (mix of qualified and student nurses)
- 5 Receptionists

This is a chance to join the friendly team in their fully re-furbished practice on the Wirral. The practice has excellent facilities and equipment and is a self-contained Tier 2 clinic.

Your role will involve working as a team with the other Administrators / Receptionists who manage all the support and office functions for the services provided and work flexibly in order to provide the administrative support that the practice needs in order to run efficiently and effectively.

This is a part-time role working an average of 24.4 per week which will be worked on a rota between the hours of 8 am to 7:30 pm as 3 x 7.5 hour shifts including 1:4 Saturdays which is averaged into the weekly hours.

Holiday entitlement is 30 days per year (including Bank Holidays) with the opportunity to buy up to an extra 10 days or sell 2 days per year pro rated for part-time hours. Benefits also include a workplace pension scheme, uniform, enhanced family friendly benefits, colleague pet discounts and life insurance at 1 x annual salary. We also offer HealthShield benefits which cover the everyday health needs of our teams by providing cashback for dental, optical and physiotherapy costs, alongside offering wellness services such as a Virtual GP Surgery and Employee Assistance Programme

(EAP). We also offer the opportunity to take a paid day to volunteer elsewhere for a charity once a year. A CPD allowance is in place for Receptionists based on 1 day and £250 per year for full-time hours.

To apply please forward your CV and covering letter to recruitment@willowsvetgroup.co.uk quoting job reference 57. **Closing date for applications: 5 pm on Friday 12th September 2025.**