



JOB DESCRIPTION

Job Title: Receptionist
Reports To: Head Receptionist
Location: Willows Veterinary Hospital, 267 Chester Road, Hartford, Northwich, Cheshire, CW8 1LP.
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 or via email and relay accurate messages to other staff.
2. To be able to multitask and work in a fast-paced environment whilst remaining calm under pressure.
3. Make client appointments, book ops, process enquiries, requests and messages. Create new client files, update and monitor existing files, keep computer records updated.
4. 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.
5. Remain up to date with and promote the Health Plan to all clients.
6. Take payments, processing and monitoring accounts. General clerical duties including ordering stationery, photocopying, scanning, filing, dealing with the mail and reminders as required.
7. To obtain insurance details and provide claim forms 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. Ensure payments are taken at the time of treatment and to work as part of the team to prevent debt from being generated and support the collection of client small debt recovery.
10. 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.
11. Supply products prescribed by suitably qualified personnel according to training and authorisation. Ensure maintenance of good stock control.
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.

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 ideally gained in a face to face environment • Previous experience in an administration role • 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 • Knowledge of the Veterinary industry 	X 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	
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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.

The Willows Veterinary Hospital provides all the usual care that you would expect from a vets, but as we are a Royal College Accredited Tier 3 (the highest tier awarded) hospital we can provide round the clock care for poorly animals with a dedicated night staff with qualified nurses.

The team work to ensure that the highest standards of professional expertise are provided for all animals in their care. A dedicated night team including vet and nurses is present on the premises 24hrs a day- 365 days a year maintaining close supervision of all hospitalised animals.

We are members of "The British Veterinary Hospitals Association" (BVHA) whose mandatory regular inspections guarantee our compliance in all clinical matters. We are proud to have maintained our membership of this select club since 1968.

Because of our clinical excellence we are also an official British Veterinary Nurse Association (BVNA) training centre.

You will be joining a team of:-

- 12 Vets
- 26 Nursing Staff
- 11 Auxiliary Nursing Staff
- 15 Reception / Administrators and hospital support staff

There are 3 theatres, 10 consulting rooms.

This is a full-time role based on working 37.5 hours per week on rota basis which Includes 1 in 2 weekends. Shifts between 8 am and 8.30 pm Monday to Friday and 8.30 am and 5.30 pm on Saturday and Sunday. This role includes working a share of Bank Holidays each year.

Full training will be provided to the successful candidate who will have experienced members of the team available to support them during induction.

Holiday entitlement is 30 days per year (including Bank Holidays) with the opportunity to buy or sell extra holidays. Benefits also include a workplace pension scheme, uniform, colleague pet discounts, life insurance @ 1 x annual salary and enhanced

maternity and paternity benefits. 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). One day paid for volunteering per year. A CPD allowance is in place for Receptionists based on 1 day and £250 per year for full-time staff (pro-rated for part time staff).

Apply by sending a cover letter and CV to recruitment@willowsvetgroup.co.uk quoting job reference 61 which must be received by the closing date. Closing Date for Applications: **5 pm Sunday 21st September 2025.**