



JOB DESCRIPTION

Job Title: Receptionist / Administrator
Reports To : Charlie Sale via Head Receptionist
Location: Oakwood Veterinary Referrals, 267 Chester Road, Hartford, Northwich, Cheshire, CW8 1LP
Date Written: April 2026

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 and 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-administrator within the practice.

Roles & Responsibilities:

1. Handling telephone enquiries from clients / referring veterinary practices.
2. Greet clients with a smile and engage in "small talk" to put clients at ease, respond effectively to client enquiries via the telephone or in person and relay accurate messages to other staff.
3. Arranging referrals, book procedures, process enquiries, requests and messages. Create new client files, update and monitor existing files, keep computer records up-dated.
4. Organise appointments and liaise with the clinicians to ensure the day runs as efficiently as possible.
5. Typing of reports and minutes.
6. Take payments, processing and monitoring accounts.
7. To process insurance claims according to set procedures.
8. Accurately assess client needs and offer appropriate services, liaising with the clinical team and nurses as required. Pass on queries to other members of staff when they fall beyond the limits of your knowledge.
9. Supply products prescribed by suitably qualified personnel according to training and authorisation.

10. To be able to multi task and work in a fast paced environment whilst remaining calm under pressure.
11. Keep the reception areas and waiting room clean and tidy at all times. Take a pride in the appearance of these areas.
12. Ensure telephones are answered promptly including putting telephones through to night duty staff.
13. 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.
14. Assist other members of staff with other administrative duties as may be requested by the Clinicians.

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 • 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 • Typing from dictation | 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 | |

Additional notes:

Oakwood Veterinary Referrals was set up in 1999 at the Willows Veterinary Hospital with the aim of providing the highest standards of specialist care to patients and clients. Oakwood has expanded into a multidisciplinary referral practice. We now offer referrals with either Diploma or Certificate Holders in Orthopaedic Surgery and Internal Medicine.

We are seeking an experienced Receptionist-Administrator to work as part of our Reception/Administration team at our Oakwood Referral Centre. You will be joining a team of:

- 5 vets (4 Diplomats and 1 Certificate/Advanced Practitioner Holders)
- 7 qualified nurses (another about to join!)
- 1 Diagnostic Radiographer
- 4 Receptionists/Administrators

This is a full-time role based on working 37.5 hours on a rota between the hours of 8 am to 8 pm Monday to Friday plus joining a weekend rota which is likely to mean 1:5 Saturdays 8 am to 3:30 pm (when worked time is taken off in lieu in the following week).

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 at 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 for a charity per year. A CPD allowance is in place for Receptionists based on 1 day and £250 per year for full-time hours (pro-rated for part time hours).

Apply by sending a cover letter and CV to recruitment@willowsvetgroup.co.uk quoting job reference 160 which must be received by the **closing date of 5 pm on Monday 4th May 2026.**

