



Job Title: Reception Team Leader

Department: Reception

Reporting To: Finance Manager

FURTHER PARTICULARS

Role Description:

You will be an experienced receptionist or supervisor, able to demonstrate proven experience in first class customer service, leading and motivating a team, efficient decision-making and compassionate communication. You will be care driven, exceptionally organised, and be able to support a 24/7 team environment. You will be responsible for delivering client administration and the professional greeting of clients and visitors to the highest standard and working collaboratively with other team members to meet the needs of patients, their owners and referring veterinarians whilst continually striving to improve delivery service and the client journey.

Responsibilities and Tasks:

- Line manage the reception team and ensure the reception team delivers the best experience possible for our patients, their guardians and our referring practitioners.
- Manage the team rota to ensure appropriate cover at all times.
- Manage team holidays ensuring holiday is taken throughout the year and providing cover where necessary
- Manage team sickness absence including providing cover, return to work meetings and escalating concerns with HR for guidance.
- Act as cover for any unplanned absence within the team where available
- Regular weekend and evening shift attendance in support of the team, and to ensure consistency across the full week
- Customer and Client Experience
 - Lead the delivery of a great customer and client experience by the reception team.
 - Provide full client communication training to all new reception team members and ongoing to the existing team
 - Escalation point for all complex client queries in an effort to prevent complaints
 - Ensure cleanliness, tidiness and stocking of public areas is maintained by the reception team.
- Manage the training and performance of the team and team members including informal meetings and escalation where necessary
- Provide regular feedback to the team and carry out regular team meetings.
- Carry out staff appraisals with support from HR colleagues
- Regularly review and update department training material and protocols
- Help to ensure that our Fitzpatrick Referrals values and vision are pertinent and practiced across teams; act as a role model and live our values.
- In addition to your main duties you will be required to provide additional support for the reception team and carry out general reception duties as well as such other duties consistent with your position to meet the needs of the Practice.

PERSON SPECIFICATION

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria on which the decision on who to appoint will be made. Please ensure that you show how you meet the criteria outlined below in your application.

Requirement	Essential	Desirable	Assessment
Qualifications and experience	<ul style="list-style-type: none"> • Ability to lead by example • Previous receptionist experience • Working face to face and by phone with customers/clients or the public • Working in a service industry • Dealing with discerning clients in a high-pressure environment 	<ul style="list-style-type: none"> • Previous work in a veterinary or medical environment • Cash-handling • Previous experience managing direct reports. 	Application and interview
Knowledge	<ul style="list-style-type: none"> • Good IT knowledge for email, database and record keeping • Communication techniques • Customer service 		Interview
Personal skills	<ul style="list-style-type: none"> • Supportive and compassionate • Excellent communicator and problem-solver • Excellent time management and organisational skills • Ability to multi-task • Sound numeracy & literacy skills • Provide direction, guidance and coaching to team members • Able to work with own initiative • Self-motivated and motivational to others 		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> • A professional, positive approach and friendly at all times • Conscientious, considerate and able to help clients during highly emotional experiences • Responsible and approachable • Flexible • Ability to use tact and discretion when dealing with difficult situations 		Interview
Other	<ul style="list-style-type: none"> • Right to work in the United Kingdom • Able to work on a rota including weekend and evening work 		Interview
Values	<ul style="list-style-type: none"> • Our Values 		Interview

Application Process

Please send an up to date CV and covering letter by email to:
recruitment@fitzpatrickreferrals.co.uk