



**Job Title: Reception Team Leader**

**Department: Reception**

**Reporting To: Operations Manager**

**FURTHER PARTICULARS**

**Role Description:**

You will be an experienced receptionist or supervisor with previous customer service experience who will provide excellent service to clients and colleagues at our state-of-the-art veterinary orthopaedic and neurology referral centre in Easing. You will report to the Operations Manager and work collaboratively with other team members, clients and colleagues to meet the needs of patients, their families and referring veterinarians, always working towards continued improvement of the service delivery and patient journey.

As a team, we strive to deliver expert care combined with compassionate communication. You will be care driven, exceptionally organised, thorough, have excellent communication skills and be able to operate in a 24/7 team environment.

**Responsibilities and Tasks:**

- First point of contact for reception team queries, with regular weekend and evening attendance in support of the team and to ensure consistency across the full week
- 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
- Act as cover for any unplanned absence within the team where available
- 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 alongside the Operations Manager
- Escalation point of contact for the team to resolve difficult conversations or cases and prevent complaints
- Ensure protocols and processes are in place and are adhered to
- 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 and as the Practice may from time to time require

## 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"> <li>Team leader experience</li> <li>Previous receptionist experience</li> <li>Working face to face and by phone with customers/clients or the public</li> <li>Working in a service industry</li> <li>Dealing with discerning clients in a high-pressure environment</li> </ul>	<ul style="list-style-type: none"> <li>Previous work in a veterinary or medical environment</li> <li>Cash-handling</li> </ul>	Application and interview
Knowledge	<ul style="list-style-type: none"> <li>Good IT knowledge for email, database and record keeping</li> </ul>		Interview
Personal skills	<ul style="list-style-type: none"> <li>Compassionate and able to share this with clients</li> <li>Excellent communicator and problem-solver</li> <li>Excellent time management and organisational skills</li> <li>Self-motivated and motivational to others with a caring, can do attitude</li> <li>Able to multi-task</li> <li>Sound numeracy &amp; literacy skills</li> <li>Provide direction, guidance and coaching to team members</li> <li></li> </ul>		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> <li>A professional, positive approach and friendly at all times</li> <li>Conscientious, considerate and able to help clients during highly emotional experiences</li> <li>Responsible and approachable</li> <li>Team player</li> </ul>		Interview
Other	<ul style="list-style-type: none"> <li>Right to work in the United Kingdom</li> <li>Able to work on a rota including weekend and evening work</li> </ul>		Interview
Values	<ul style="list-style-type: none"> <li><a href="#">Our Values</a></li> </ul>		Interview

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### **Application Process**

Please send an up to date CV and covering letter by email to:  
[recruitment@fitzpatrickreferrals.co.uk](mailto:recruitment@fitzpatrickreferrals.co.uk)