



Job Description



Job Title:	Reception Supervisor
Department/Team:	Field Operations
Location:	Animal Centres
Line Manager's Title:	Animal Centre Manager

1. Overall Job Purpose

Act as primary interface between the general public and the Animal Centre, ensuring the RSPCA is portrayed as professional, caring and informative about animal care. Supervision and practical training of the Animal Care Assistants and volunteers allocated to the Reception. The post holder may also be required to assist the Manager and Deputy Manager in the provision of 24 hour cover at the Animal Centre (Centre dependent) and to stand in as Duty Manager as required.

Ensuring that acceptance, adoption and post adoption procedures of animals are conducted correctly, thoroughly, professionally and all data is recorded correctly on the Animal Welfare Database (AWD) ensuring correct statistics can be compiled for the Centre.

2. Structure

See Establishment Structure Charts

3. Key Tasks/Job Description

- Acting as the first point of contact for the Centre responding to and initiating contact with the Inspectorate, Branches and general public on a wide range of issues:
 - Accepting case and signed over animals into RSPCA care, ensuring all manual and electronic paperwork is completed
 - Adoption of animals
 - General advice and enquiries
 - Responding the public across a range of media.
 - Undertake initial assessment of a prospective adopter's suitability to adopt an animal
 - To provide pre and post adoption advice to clients
 - Creating animal promotional initiatives to highlight animals available for rehoming.
- Accountable for the promotion and protection of the Society's image throughout all of these endeavours.
- Ensuring efficient recording, filing and retrieval of all administrative manual

and computerised records relating to animal acceptance, applications, S1 Assessment paperwork (Banned Breeds), adoption and rehoming procedures in line with Data Protection Laws.

- Liaison with home visit coordinators/home visitors to organise home visits required by the Centre, other Centres and Branches when required, to ensure efficient timescales in rehoming animals.
- Prepare all paperwork for rehoming and go through/explain to adopters, obtain signatures and take adoption fee payment. Required to give general advice to ensure the adoption success.
- Centre/shop stock management, including ordering, stocking, pricing, displaying and reviewing stock levels as well as reconciliation of takings on a daily, weekly and monthly basis. The ordering of stationery for the centre, food and drugs for the animal units, and ordering from other external suppliers may also be required.
- Day to day supervision of the Reception area which may include direct or indirect supervision of Animal Care Assistants (ACAs) and volunteers on reception including the allocation of duties and support to staff and volunteers. To monitor ACAs and where requested provide performance feedback to centre management.
- Training and development of staff on administration and reception duties within the Centre. Responsible for signing off staff against their standard procedures and ensuring knowledge/skills are at the required standard to work competently on reception.
- Where applicable, booking appointments as required for animals at the consulting veterinary surgery (on and/or off site as appropriate) and arranging transport with an approved driver to deliver and collect them. May be required to drive society vehicles to transport animals to and from veterinary surgeries when required.
- Assisting the Deputy Manager/Centre Manager when required with administrative duties e.g compilation of statistics, booking and preparation of meeting room, dealing with correspondence, checking deliveries and coding invoices.
- Clean, disinfect and maintain to a standard of cleanliness set by management, all public areas of reception, shop and meeting room plus their supporting storerooms, toilets and kitchens.
- Key holder for the Animal Centre building/grounds, safe and drugs storage facilities.
- Required to act as duty manager alongside the Animal Care Supervisors at times of managers absence, overseeing the general running of the Centre. May be required to complete overnight duties providing 24 hour cover to ensure the safety and security of the building. This may be a compulsory part of the role dependent on the Centre.
- Assist with the organisation and promotion of a wide range of fundraising initiatives and events.
- Ensuring all health and safety measures and procedures are observed and adhered to by staff, volunteers and the general public within the Reception, reporting any accidents or incidents promptly and correctly in accordance with the Centre procedures.
- Completion of animal microchip records when entering and leaving the facility, liaising with a variety of different microchip companies and being aware of the different recording procedures for each. With regard to microchip laws this must now be done within a set time frame.

- Regular inspection of equipment within the Reception, with early reporting of any defects or deficiencies found. Ensure the facility and surroundings are maintained in a tidy and presentable standard and secure at all times and contribute to achieving this.
- To undertake other duties as required by the Deputy/Animal Centre Manager. Other tasks undertaken by the jobholder may include, for example:
 - Undertaking home inspection visits.
 - Undertaking bank runs.
 - Taking temporary care of wildlife/stray animals accepted into the Centre pending transfer
 - Organising Pet Crematorium services (CPC) and bin collections
 - Checking and unpacking deliveries
 - This list is not exhaustive.

While at work all staff are required to:

- Adhere to the Society's charitable objectives which are to promote kindness and prevent cruelty to animals.
- Understand and comply with the Society Code of Conduct.
- Take care of their own health and safety and that of others who may be affected by their acts and omissions.
- Co-operate with Society policies and procedures.

In addition to your normal duties, you may occasionally be required to undertake such other reasonable duties as necessary to meet the needs of the Society.

4. Person Specification

Please see person specification attached (appendix A)

This job description is a statement of the job content required as of January 2018. It should not be seen as precluding future changes.

PERSON SPECIFICATION**Reception Supervisor**

	ESSENTIAL	DESIRABLE
PROFESSIONAL AND/OR TECHNICAL QUALIFICATIONS	GCSE or equivalent	NVQ Level 3 in Customer Care desirable NVQ level 2 in Small Animal Care desirable
EXPERIENCE	Knowledge and experience in a retail/animal care environment, ideally at supervisory level Significant dealings with the general public and working in an administrative environment	
SKILLS AND COMPETENCIES	Advanced Customer Care skills Excellent communication skills Excellent administrative skills IT skills essential Ability to lead and supervise a team Ability to prioritise workload in a fast moving environment	
PERSONAL QUALITIES	Ability to remain calm under pressure A flexible approach to work	
SPECIAL CIRCUMSTANCES (if any)	N/A	

