Job Description

**Main Job Parameters**

Job Title: Receptionist

Department: Manchester Dogs Home Receptions

Accountable to: Home Manager, Assistant Home Manager and Supervisors

**Main Responsibilities**

Responsible for the daily duties of reception, answering of phones, filing, admin stocking and cleaning of the reception department. Liaison with the general public and other departments as necessary

**Staffing**

* To ensure that all Health and Safety measures and procedures are observed and adhered to by volunteers and the general public within the Home.
* To report any accidents, incidents or staff concerns promptly and correctly within the Homes procedures
* To assist and support volunteers in their work

**Reception Duties**

* Dealing with the interaction between the general public and the Dogs’ Home.
* Dealing with the Trustees, Staff, Volunteers and general public on a range of issues including fostering and adoption to new homes.
* Ensuring that, at all times, the Manchester Dogs’ Home is seen as professional caring and informative about dog rescue and the care of.
* Ensuring that adoption procedures and general reception duties are conducted correctly, thoroughly and professionally
* Efficient recording, filing and retrieval of all administrative records relating to dog adoption and history of each dog in our care.
* Management of the shop including stock taking, price displaying and reviewing stock levels as well as reconciliation of takings on a daily basis.
* Booking appointments as required for our dogs and the general public’s dogs to be neutered.
* Communicating with all members of staff to help in the rehoming of dogs.
* Responding to the telephone.

**Specific Responsibilities/Reception**

* To attend meetings and training courses as requested.
* Cleaning, Tidying & Restocking of Reception
* Processing of Sales & Adoptions through computerised till system.
* To undertake any other reasonable duties of the job as may fall within the remit of the job as requested by senior management

**Progression**

Upon completion of probationary period and with satisfactory performance and appraisals Supervisors may be invited to undertake training for further skills to enable them to apply for promotion when it is available:

* Reception skills
* Volunteer training and coaching skills
* Further knowledge of the Homes Health and Safety procedures

**Job Context**

* Work is assigned by the Home Manager & Assistant Home Manager
* Work is carried out within general guidelines and relevant Home policies and procedures.
* Work is assessed though regular one to one meetings and appraisals with the Home Manager and Assistant Home Manager
* Post holders need to be aware that the role of physically challenging / demanding
* Post holders need to be aware that promotion or department transfers should not be applied for until probation period and training is completed successfully

This Job Description is a statement of the job content as of July 2022. It should not be seen as precluding future changes.

Job Holders Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On Behalf MDH \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_