



AURA VETERINARY

JOB DESCRIPTION

Job Title: Front of House Receptionist

Reporting To: Front of House Supervisor

AURA Veterinary is a renowned specialist oncology and soft tissue referral hospital based in Surrey, an area of outstanding natural beauty and within easy reach of both the south coast and the vibrancy of London.

SUMMARY OF ROLE

You will be an experienced Receptionist or have previous customer service experience who will provide excellent service to clients and colleagues at our state of the art Veterinary oncology & soft tissue Hospital in Guildford. You will report to the Front of House Supervisor and work collaboratively with other team members, clients and colleagues to meet the needs of patients and their owners, improving the service delivery and patient journey.

Together we will demonstrate safe, clinical decision-making and expert care together with compassionate communication for patients referred to AURA Veterinary. You will be care driven, exceptionally organised, thorough, have excellent communication skills and be able to operate in a 24/7 team environment.

CUSTOMER SERVICE

- Meet and greet clients providing a first point of contact on arrival at the hospital.
- Maintain the reception area, keeping all facilities fully stocked.
- Book client appointments.
- Uphold the high standards of client care by ensuring efficient and accurate communication with clients & colleagues.
- First point of contact for telephone calls and emails, answering queries, re-routing calls and taking messages.
- Maintain accurate up to date records for patients.
- Deal with emotional situations in a professional manner.

FINANCIAL

- Comply with financial control policies.
- Take cash and card payments using the hospital system.

- Assist with basic finance and insurance queries, and escalating for the attention of the finance department where necessary.
- Assist the finance team regarding outstanding balances.

HEALTH AND SAFETY MANAGEMENT

- Adhere to current Front of House procedures and training documentation
- Ensure that the Reception area is safe for staff and clients on a day-to-day basis through adherence to our health and safety policies and procedures.
- Comply with legal H&S obligations, under the direction of the Front of House Supervisor.
- Comply with regulations set down by the Health and Safety at Work Act (1974) ensuring the safety of colleagues, patients and visitors.
- Adhere to the Hospital Fire Policy and be fully aware of the position of fire alarms, emergency equipment and exits.

INFECTION CONTROL

Infection prevention and control is an essential aspect of patient care. All post holders have a personal obligation to act to reduce Hospital Acquired Infections. Post holders must be familiar with the Hospital's Infection Control Policies, including those that apply to their duties such as the Uniform Policy.

CONFIDENTIALITY AND DISCLOSURE OF INFORMATION

During your work, you will come into possession of confidential information concerning patients, their families, AURA Veterinary and its staff. This information should be treated confidentially and in accordance with the Data Protection Act (1998) and European Regulations.

DATA/SECURITY

The post holder is responsible for ensuring he/she maintains the integrity and quality of both computerised and manual data

This job description is intended as a basic guide to the scope of the duties and responsibilities. It will be subject to regular review and amendment as necessary.

Post Holder:

Signature:

Date:

Line Manager:

Signature:

Date:

PERSON SPECIFICATION

Front of House Receptionist

Requirement	Essential	Desirable	Assessment
Qualifications & Experience	<ul style="list-style-type: none"> Dealing with clients face to face and by phone. Cash Handling Previous work in a client facing role 	<ul style="list-style-type: none"> Previous work in a veterinary or medical environment Previous receptionist experience 	Application and interview
Knowledge	<ul style="list-style-type: none"> Competent in MS Office 		Interview
Personal Skills	<ul style="list-style-type: none"> Excellent interpersonal and verbal communication skills Ability to work on own initiative Good organisational and time management skills Ability to work under pressure High standards of customer care Innovative problem solver Confidential, high level of integrity and discretion 		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> Compassionate, able to help clients during highly emotional experiences Enthusiastic and motivated 		Interview

	<ul style="list-style-type: none">• Determined and confident• Flexible• Approachable• Team player		
Other	<ul style="list-style-type: none">• Right to Work in the UK• Able to work weekends, bank holidays and evenings as required• Have access to transport to commute to the practice		Interview