**Job Description**

**Main Job Parameters**

Job Title: Receptionist (Morning Cattery Assistant) Maternity Cover

Department: Mrs Murray’s Cat & Dog Home Reception

Accountable to: Administrator/Senior Management Team

**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.

Assisting in the Cattery between 8am – 9am before the Home opens to the public

**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 of staff concerns promptly and correctly within the Homes procedures

**Reception Duties**

* Dealing with the interaction between the general public and the Home
* Dealing with Trustees, Staff, Volunteers and general public on a range of issues including adoption to new homes and boarding
* Ensuring that, at all times, Mrs Murray’s Cat & Dog Home is seen as professional, caring and informative about animal 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 animal adoption and history of each animal in our care
* Management of our small retail space
* Booking appointments as required for our animals
* Communicating with all members of staff to help in the rehoming of animals
* Responding to the telephone

**Specific Responsibilities/Reception**

* To attend meetings and training courses as requested
* Cleaning, tidying & restocking of Reception
* Processing of sales and adoptions through till
* To undertake any other reasonable duties of the job as may fall within the remit of the jobas requested by the Administrator and senior management

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|  | Essential | Desirable |
| Education & Qualifications | Good standard of education |  |
| Experience & Job Knowledge | Practical experience in similar environment  Working with general public | Animal husbandry related experience |
| Job related skills | Excellent communication and customer care  Computer/IT skills |  |
| Personal | Commitment to animal welfare Reliable  Flexible Work well within a Team and also on own  Steady manner Able to act professionally |  |
| Additional criteria |  | Full Driving Licence |

**Job Context**

* Work is assigned by the Administrator/ Home Management team
* Work is carried out within the general guidelines and relevant Home policies and procedures
* Work is assessed through regular one to one meetings and appraisals with the Administrator and Home Management Team

**Rota/hours**

Normal working hours shall be an average of 37.5 hours a week on a shift system basis. Usually working 10 days out of 14 to include every 2nd Saturday

Job Type: Temporary – full time

Contract length: 15months

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 September 2025. It should not be seen as precluding future changes.