**PERSON SPECIFICATION (PS)**

This form lists the essential and desirable requirements needed in order to do the job.

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| **Job Title:** | Trainee Veterinary Receptionist (Apprentice) | **Job ref no:** | CSS-0300-23 |
| **Grade:** | Apprenticeship | **Department:** | Clinical Science & Services, Beaumont Sainsbury Animal Hospital |
| **Accountable to:** | Client Services Manager | **Responsible for:** | N/A |
| **PS created by/ or reviewed by:** | Sheila White | **Date PS created/ reviewed:** | 25/05/2022 |

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| **Evidence** | | |
| **Competency** | **Essential** | **Desirable** |
| **Knowledge and Experience** | Minimum of 5 GCSEs at grades A\*-C (or 9-4), including English Language, Mathematics and a Science subject.  Experience using windows-based systems, such as Microsoft Word and Excel. | Work experience providing administrative support in a veterinary environment (preferably within a small animal first opinion veterinary practice) and experience with a patient management system such as rx works.  Knowledge of pet preventative health medications and recommendations and willingness to undertake courses relating to basic preventative healthcare for pets and customer service.  Understanding and experience of stock control  Experience of a multiline telephone system  Experience of confidential waste issues, Data Protection in the workplace and Veterinary or medical terminology. |
| **Communication** | A high standard of spoken and written English with the ability to communicate effectively with all contacts to a business reception- staff or clients  Ability to receive and provide constructive feedback.  The ability to remain calm and assertive under pressure and the ability to use tact and discretion when dealing with difficult situations/issues. |  |
| **Teamwork and Motivation** | Dynamic and positive attitude with the ability to promote by example a culture of cooperation and teamwork to all by being a key contributor to a successful reception team.  Ability to liaise and work alongside all levels of staff and to demonstrate a punctual, flexible and positive attitude to work and change.  Ability to work on own initiative with or without supervision and ability to self-motivate and to motivate others.  Ability to actively work to uphold and promote the RVC values of; professionalism and commitment, compassion and caring, dedication to quality and innovation, devotion to the advancement of knowledge and the alleviation of suffering. |  |
| **Service Delivery** | Demonstrate excellent customer service skills and ability to build client rapport. | Experience identifying equipment faults and facilitating servicing and repair.  Understanding of the importance of and experience of managing infection control in a veterinary practice |
| **Planning and Organising** | Excellent time management and attention to detail; ability to work in an efficient and organised manner with the ability to handle multiple tasks with strict deadlines. |  |
| **Initiative and Problem Solving** | Can demonstrate a strong ability to problem solve and resolve issues with the team.  Demonstrate ability to deal proactively with client queries and concerns or complaints with positive results. |  |
| **Sensory and physical demands** | Physically able to carry out the requirements of the post which includes moving stock orders and cleaning at times. |  |