



# RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

Registered Charity No: 232253

## **Role Outline - Volunteer Reception Assistant**

<b>Volunteer Role:</b>	Volunteer Reception Assistant
<b>Charity:</b>	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
<b>Location:</b>	RSPCA Lancashire East Branch Animal Centre Nearer Holker House Farm Enfield Road Altham Accrington BB5 6NN
<b>Reports To:</b>	Animal Care Manager (ACM)/duty manager or nominated employee

### **1. Overall Purpose of the Role**

To assist the animal care support assistants by acting as the first point of contact for members of the public, supporters and volunteers ensuring that enquiries are dealt with in a professional, caring, informative and timely manner

To provide excellent customer service, whether face-to-face, by telephone or email

### **2. Principal Responsibilities**

#### *General Reception Duties*

To support the Animal Care Support Assistants (ACSAs) working on the reception by helping provide reception services in a timely and professional manner, this may include the following volunteer activities:

- To respond to enquiries (face-to-face, telephone and online) from the general public, supporters and volunteers on a range of issues including animal acceptance, adoption, foster care and general animal welfare issues
- To support the RSPCA inspectorate by responding to enquiries about case/signed over animals
- To meet and greet people upon arrival at the centre and provide a professional, customer focused approach to all visitors
- To help with sales and stocking of the centre shop

#### *Animal Centre Shop*

- To help manage the animal centre shop including merchandising & display, restocking and stock control, checking pricing, sell/use by dates

#### *Customer Care*

- To meet and greet people upon arrival at the centre and provide a professional, customer centred approach to all those visiting the centre
- To provide the full range of reception services whether face-to-face, telephone or online in a timely and professional manner

- To liaise with colleagues in other departments (including the RSPCA inspectorate), Branch Trustees, staff and volunteers
- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the Animal Care Manager (ACM)/duty manager

#### *Cleaning & Hygiene*

- To thoroughly clean, disinfect and maintain the reception (public and private) plus any supporting areas (e.g. storerooms, toilets, staff areas and kitchen facilities)
- To follow all biosecurity procedures in place at the centre & follow guidance from the RSPCA's veterinary department

#### *Financial Management*

- To implement the agreed financial procedures to deal with the receipt and handling of all monies received

#### *Maintenance*

- To report any faulty or damaged equipment to the ACM/duty manager

#### *Observation, Reporting and Record Keeping*

- To assist the ACSA team with recording, filing and retrieval of all administrative records relating to animal acceptance, adoption, fostering and rehoming
- To support the ACSA team in the updating of animal records on Animal Shelter Manager (ASM)
- To use a variety of software packages including MS Word, MS Excel, Google Docs and Google Sheets
- To maintain records, registers and statistics as required by management

#### *Security*

- To ensure that the reception area and all related stockrooms are secure
- To ensure all monies are kept safe and accounted for
- To ensure that the centre buildings and exercise areas are secured when entering/leaving premises

#### *Health & Safety*

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the ACM/duty manager

#### *General*

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

### **3. Role Context**

- Work is assigned by the ACM/duty manager or nominated employee
- Work is carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime, the Society's veterinary guidelines and other relevant RSPCA policies, procedures and advice
- Volunteers are supported by the ACM/duty manager or nominated employee

### **4. Training & Support**

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses, including RSPCA standard procedures training

### **5. Additional Information**

- Volunteers may, on occasion, be asked to assist staff & volunteers with other activities at the centre
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of September 2022. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

# Person Specification

**Volunteer Role:** Volunteer Reception Assistant

<i><b>Requirements</b></i>	<i><b>Essential</b></i>	<i><b>Desirable</b></i>
<i>Education</i>	GCSE or equivalent in Maths and English	NVQ Level 2 in Customer Service (or equivalent proven knowledge & experience)
<i>Experience</i>	Experience of working with the general public and/or in a customer care environment  Proven experience of handling financial transactions including cash and card payments	Previous experience as a volunteer  Previous experience in the charitable sector
<i>Special Skills &amp; Knowledge</i>	Good oral and written communication skills.  Good interpersonal skills including the ability to communicate at all levels  Proven ability to work under direction but equally able to use their own initiative  Proven ability to prioritise workload  Basic IT skills (ideally with demonstrable experience in Google Docs/Sheets), use of email and social media	Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice  Understanding of the need for confidentiality and ability to observe GDPR (data protection) requirements  Basic knowledge of health and safety regulations  Knowledge of safeguarding procedures
<i>Personality &amp; Disposition</i>	Demonstrable willingness to learn and acquire new skills through training  Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm  A flexible and collaborative approach to colleagues both staff and volunteer  Honest, trustworthy and reliable	Ability to remain calm under pressure
<i>Special Circumstances</i>	Sympathy for animal welfare and the work of the RSPCA	Willingness to assist in the animal centre when necessary  Ability to work on the volunteer rota including some weekends  Willingness to cover extra volunteer shifts when possible