

Volunteer Role Profile



Volunteer Role

Reception Support Volunteer

Volunteer Manager

Volunteer Coordinator

Where you will be based

Hospital

Why we want you

Blue Cross has four animal hospitals, helping over 30,000 pets a year whose owners can't afford private veterinary fees. The hospitals require a wide range of roles and skills to ensure their smooth day to day running. We're looking for someone to support us in a front of house role helping us on reception, helping with administration and waiting room management.

Your support in a front of house role helps to ensure the pets have the best care possible and that our reception area runs smoothly. We would love you to join us and help us help pets in need.

What you will be doing

- Meeting and greeting visitors to the hospital
- Helping answer enquiries in person
- Checking client eligibility and data consent, completing client agreement contracts
- Scanning and printing relevant documents
- Booking appointments
- Dealing with post and deliveries
- Helping clients manage their pets safely around other animals
- Signposting clients to the clinic area
- Scanning, checking, and recording microchips
- Maintaining tidy reception and waiting room area

The skills you need

- An approachable personality and excellent customer care skills
- Ability to work in a pressurised environment
- Ability to work in a team or alone
- Computer literacy is essential
- Reliability
- Willingness to learn and follow Blue Cross procedures

What's in it for you

- Increase your skills, knowledge and understanding of pet welfare in a busy animal hospital environment
- Enhance your CV



- You'll be helping pets in need
- Stay active

Disclaimer

We will provide training for this role and it can take a little while to really get up to speed. Due to this, it's therefore more suited to individuals looking for a longer-term volunteering role. You'll need to be 18 for this role.

Blue Cross holds inclusion as a core organisational value. We positively encourage applications from eligible volunteers regardless of sex, race, disability, age, sexual orientation, gender status, religion or belief, marital status or pregnancy and maternity. We actively embrace our differences and know that it is our differences that make us unique. You are very welcome at Blue Cross, without the need to hide any part of who you are.