



Animal Care Assistant & Receptionist

Job Title: Animal Care Assistant & Receptionist

Salary: £25,000 p/a

Reporting to: Practice Manager and Director

Application deadline: 20th Feb 2026

Interview date: 21st-23rd Feb

Contact for more information: Amber Pattinson

Email: reception@northshieldsvets.com

About us

North Shields Vets is a new independent, family-owned, veterinary practice opening in Spring 2026. We are a small animal practice who provide routine and emergency veterinary care, including laparoscopic surgery.

We aim to provide a nurturing work environment that encourages positive wellbeing and career development. We are looking for a positive, friendly and enthusiastic animal care assistant and receptionist to join us in this exciting new venture.

If you are passionate and motivated we would love to hear from you!

Working hours and shift pattern

Our Opening hours are 8:30am-6pm

Saturday 9am-12pm

You will work a 4-day week of 36 hours with 1 in 4 Saturday mornings (3.5 hours)

Your weekday shift is a 10-hour working day from 8:15am-6:15pm

The Saturday morning shift will be 8:45am-12:15pm.

You will get Mondays off each week.

There is no on call in this role.

Your working days will be equally split supporting with reception/ administrative duties and working clinically with the veterinary surgeon.

Benefits

AVIVA life insurance

Access to health and wellbeing support services (digital GP, annual health check, mental health and nutritional consultations)

Competitive workplace pension scheme

CPD allowance of £500 per annum and 2 days paid leave to access training.

Annual leave entitlement of 33 days/6.6 weeks, inclusive of bank holidays.

Never work on your birthday, unless you want to!

Cost price, vet fees for two pets.

JOB DESCRIPTION

TITLE: Animal Care Assistant & Receptionist

REPORTS TO: Practice Manager and Director

LOCATION: North Shields Vets, 24 Hawkey's Lane, North Shields, NE29 0RF

PURPOSE OF THE ROLE

- To support the veterinary team by providing high standards of animal care, assisting with day-to-day clinical support tasks, and delivering excellent client service through reception and administrative duties.
- The role is non-regulated and works under the direction and supervision of veterinary surgeons and registered veterinary nurses.

KEY RESPONSIBILITIES TO INCLUDE (but not limited to):

ANIMAL CARE AND CLINICAL SUPPORT:

- Provide high standards of care and welfare for animals in the practice, including cleaning, feeding, exercising, and monitoring hospitalised patients.
- Assist veterinary surgeons and veterinary nurses with preparation and support for consultations and procedures (e.g. preparing rooms, restraining animals where trained and appropriate).
- Clean, disinfect, and maintain clinical areas, kennels, cages, and equipment in line with infection control and health and safety protocols.
- Prepare and restock consultation rooms, theatres and wards.
- Launder bedding and maintain a clean, safe and organised clinical environment.
- Observe animal behaviour and wellbeing and report concerns promptly to the veterinary team.
- Handle animals calmly and compassionately using low-stress handling techniques as trained.

RECEPTION AND CLIENT CARE:

- Act as a first point of contact for clients, in person and by telephone.
- Book appointments, manage diaries, and handle enquiries in a professional and empathetic manner.
- Take payments, process invoices, and manage basic financial transactions.

- Provide clients with routine information as directed by the clinical team (e.g. appointment preparation, follow-up instructions).
- Support clients sensitively during difficult situations, including emergencies and euthanasia appointments.

ADMINISTRATIVE DUTIES:

- Maintain accurate client and patient records using practice management software.
- Support repeat prescription requests and administrative workflows under practice protocols.
- File, scan, and manage documentation in line with data protection requirements.
- Assist with stock control, ordering and deliveries.
- Support general practice administration as required.

HEALTH, SAFETY AND PROFESSIONAL CONDUCT:

- Follow all practice policies including health and safety, infection control, and confidentiality.
- Comply with data protection legislations (UK GDPR).
- Maintain a professional, courteous, and team-focussed approach.
- Participate in training, supervision and team meetings.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
EXPERIENCE & SKILLS	<p>Experience working with animals (e.g. veterinary practice, animal care setting, kennel, cattery, rescue or similar)</p> <p>Experience in customer facing role (e.g. reception, retail, healthcare, hospitality)</p> <p>Confident handling animals with care, patience and good attention to welfare.</p> <p>Good organisational skills and ability to manage competing priorities.</p>	<p>Previous experience in veterinary practice or animal care role.</p> <p>Basic knowledge of infection control and hygiene standards.</p> <p>Interest in progressing within veterinary support roles.</p>

	<p>Basic IT skills and willingness to learn practice management systems.</p> <p>Clear verbal communication skills and a professional telephone manner.</p>	
PERSONAL ATTRIBUTES	<p>Compassionate and calm, particularly in emotionally challenging situations.</p> <p>Reliable, punctual, and able to work as part of a team.</p> <p>Flexible and adaptable in busy clinical environment.</p> <p>Willingness to learn and follow instructions.</p>	
OTHER REQUIREMENTS	<p>Physical ability to safely lift and restrain animals with support and training.</p> <p>An enhanced DBS check may be required in line with practice policy.</p>	