



Receptionist

Job Title: Receptionist

Salary: £13,547 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 friendly, warm and welcoming receptionist to be our first point of contact for our clients and their pets. You will be positive and professional ensuring exceptional customer care at the front of house.

Working hours and shift pattern:

Our Opening hours are 8:30am-6pm

Saturday 9am-12pm

You will work 20.5 hours to include two weekdays a week with 2 in 4 Saturday mornings per month.

Your weekday shifts will be a Tuesday and Friday, 8:15-3pm.

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

Employee 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

Annual leave entitlement of 114.8 hours, inclusive of bank holidays.

Never work on your birthday, unless you want to!

Cost price, vet fees for two pets.

JOB DESCRIPTION

POST TITLE: Receptionist

REPORTS TO: Practice Manager and Director

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

PURPOSE OF THE ROLE:

- To act as a welcoming face and voice of the veterinary practice, delivering consistently warm, compassionate and professional customer care.
- The receptionist plays a vital role in shaping clients experience of the practice, ensuring that every client and patient is greeted with kindness, respect and efficiency, whilst also supporting with the day-to-day administration of the practice.

KEY ROLES AND RESPONSIBILITIES TO INCLUDE (but not limited to)

CLIENT CARE AND FRONT OF HOUSE EXPERIENCE:

- Welcome all clients and patients with a friendly, calm, and professional manner, creating a positive first impression of the practice.
- Answer telephone calls promptly and courteously, managing enquiries with empathy and clarity.
- Communicate confidently with clients in person, by phone, and by email.
- Support clients sensitively during emotionally challenging situations, including emergencies, serious illness, and euthanasia appointment.
- Maintain a calm, reassuring presence in a busy or pressured reception environment.

RECEPTION AND ADMINISTRATIVE DUTIES

- Book and manage appointments accurately, balancing clinical priorities and client needs.
- Manage waiting room flow and liaise closely with the clinical tam to keep clients informed.
- Process payments, invoices, and insurance related paperwork accurately.
- Maintain up-to-date and accurate client and patient records using practice management systems.
- Handle repeat prescription requests and administrative tasks in line with practice protocols.
- Support general office administration, filing, scanning and document management.

PRACTICE SUPPORT AND TEAMWORK

- Act as a key communication link between clients and the clinical team.
- Work collaboratively with veterinary surgeons, veterinary nurse, and support staff to ensure a smooth client journey.
- Maintain reception, waiting areas, and client-facing spaces to a high standard of cleanliness and presentation.

- Follow practice policies on confidentiality, data protection, and health & safety.

PROFESSIONAL CONDUCT:

- Uphold the practice's values, ethos, and standards of care.
- Maintain client confidentiality and comply with UK GDPR requirements.
- Participate in training, team meetings, and ongoing development.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
CUSTOMER CARE & COMMUNICATION	<p>Proven experience in a customer-facing role (e.g. reception, hospitality, healthcare, retail).</p> <p>Warm, friendly, and approachable manner with excellent interpersonal skills.</p> <p>Ability to communicate clearly and compassionately, including in emotionally sensitive situations.</p> <p>Confident telephone manner and strong listening skills.</p>	Previous experience in a veterinary, medical, or healthcare environment.
SKILLS & ABILITIES	<p>Strong organisational skills and attention to detail.</p> <p>Ability to multitask and remain calm under pressure in a busy environment.</p> <p>Basic IT skills and confidence using computer systems.</p> <p>Professional appearance and positive attitude.</p>	<p>Familiarity with veterinary practice management software.</p> <p>Experience handling payments, invoices or insurance paperwork.</p>

PERSONAL ATTRIBUTES	<p>Naturally welcoming and empathetic.</p> <p>Reliable, punctual, and trustworthy.</p> <p>Team-focused with a supportive and flexible approach.</p> <p>Resilient and emotionally aware.</p>	Interest in animal welfare and the veterinary profession.
OTHER REQUIREMENTS	DBS check may be required in line with practice policy.	