



Job Description

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| Job Title: | Seasonal Receptionist & Administration Assistant |
| Responsible to: | Office Manager |
| Job Purpose: | Responsible for efficient administration, assisting with the running of the reception including general office functions. |

Key Accountabilities

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| Deal with the general public on the telephone and in person, including being responsible for providing advice and receiving casualties. |
| Liaise with volunteers and general public to organise animal rescues. |
| Assist with data input and filing of patient record cards. |
| Provide general administrative service as required. Including databasing and scanning of records in relation to Gift Aid administration. |
| Assist with the purchasing process, obtaining quotes, placing orders and following up on orders as necessary. This can include collecting some orders and dropping off items as necessary. |
| Ensuring that emails are actioned and dealt with as quickly and efficiently as possible. |
| Prepare documentation including fact sheets, information packs etc, which may include training and monitoring students assisting with these projects. |
| Ensure all mail is actioned and dealt with as quickly and efficiently as possible and outgoing post is prepared for despatch. |
| Deal with guests, visitors, contractors on site, including their safety, welfare and monitoring, in a professional, courteous and friendly manner. |
| To ensure that reception and office areas are kept clean and tidy, assisting with the cleaning of these areas as necessary. |
| Monitor/control stock required for the role, making sure stock is reordered as needed. |
| Attending to other jobs, as required by the Office Manager. |
| Comply with all policies and procedures, including safeguarding requirements. |

Tiggywinkles

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Person Specification

Job Title: **Seasonal Receptionist and Administration Assistant**

| Attributes | Essential | Desirable |
|------------------------------|--|--|
| Attainments / Qualifications | GCSE English and Maths Grade 4 (C) or above (or equivalent qualifications). | |
| Previous Experience | <p>Previous experience of working in a public facing and/or customer service role.</p> <p>Previous office administration experience.</p> <p>Proficient in Microsoft office packages.</p> | Experience of using databases. |
| Circumstances | Available to start in May 2026. | Able to assist with additional cover for holidays. |
| Disposition | <p>A high level of attention to detail.</p> <p>Able to take responsibility for own work and do what's necessary to get the best possible results for Tiggywinkles and our patients.</p> <p>A positive disposition and effective problem-solving skills.</p> <p>Ability to work effectively both on own initiative and as part of a team.</p> <p>Ability to work under pressure and remain calm in emergency situations.</p> <p>Ability to communicate effectively both verbally and in writing, at all levels.</p> | |