



## **Veterinary Client Care Assistant**

### **Hampshire Veterinary Cardiology**

*Full-time (part-time considered)*

#### **About Us**

Hampshire Veterinary Cardiology provides specialist cardiac care for dogs and cats across the region. Our service is built on compassion, clear communication, and a calm, supportive experience for both animals and their families. We are now looking for a friendly, confident **Veterinary Client Care Assistant** who genuinely enjoys interacting with pets and the people who love them.

Hampshire Veterinary Cardiology is located in a beautiful conversion of a Victorian farm building sympathetically restored and converted into state-of-the-art veterinary facilities. HVC is set in an attractive parkland setting with views over open countryside, located approximately 5 miles from Central Basingstoke via the A339. To the south, Alton centre can be reached by car within 15 minutes

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#### **The Role**

This is a varied, hands-on position combining client care, administration, light animal handling and general practice support. You will often be the first-person clients meet, so your ability to create a reassuring, positive experience for anxious owners and their pets is essential.

#### **Key Responsibilities**

##### **Reception & Client Care**

- Warmly welcome clients and their pets, ensuring a calm and supportive environment
- Handle incoming calls and enquiries with empathy and clarity
- Book, confirm and coordinate appointments
- Provide general advice or escalate queries to clinical staff when needed
- Admit patients and take basic histories with sensitivity to the owner's concerns
- Process payments and invoices

## **Administrative**

- Manage insurance claims
- Upload and organise clinical histories and patient files
- Data entry (caselog audit, patient's and owner's details)
- Social media posts and basic marketing tasks
- General computer and office admin
- Scanning and uploading notes
- Client and corporate event organisation

## **Practice Support**

- Light animal handling during admissions and patient preparation
- General cleaning and occasional deep cleaning
- Restocking consumables and equipment
- Managing orders, deliveries and stock checks
- Care and basic maintenance of equipment
- Handling and organising deliveries, parcels and mail

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## **About You**

We're looking for someone who:

- Enjoys interacting with animals and understands how to handle them gently and confidently
- Communicates warmly and professionally with owners, especially in emotionally sensitive situations
- Has excellent phone and face-to-face communication skills
- Is organised, reliable and able to problem-solve
- Learns quickly and is comfortable with digital systems
- Works well within a small, supportive team
- Has previous veterinary or medical reception experience (preferred but not essential)
- A good sense of humour



## What We Offer

- Competitive salary (£24,500–£28,000 per annum, depending on experience)
  - Supportive, friendly working environment
  - Training in digital platforms, animal handling, veterinary cardiac patient care and specialist workflows
  - Opportunities to develop skills in client care, admin, and social media
  - Staff discounts on services
  - Paid CPD relevant to the role
  - 28 days holiday including bank holidays (or pro-rata)
  - Pension scheme
  - Free parking (including access to electric car chargers)
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For general enquiries and job applications please visit:

<https://www.hampshirevetcardiology.co.uk/vacancies>

Or scan the QR code below

