



Client Care (Veterinary Receptionist)

Loch Leven Equine Practice, Kinross

Part-Time | Client & Patient Care Focused | Equine Veterinary Hospital & Ambulatory Services

About Us

At **Loch Leven Equine Practice**, we're proud to be an independent, purpose-built equine hospital located in the heart of Scotland, just minutes from the M90. We've earned a reputation for combining outstanding equine veterinary care with genuine warmth and compassion—for both our clients and their horses.

With a dedicated team of experienced equine vets, nurses, and support staff, we provide a full range of services, from **ambulatory visits** across Central Scotland to advanced **hospitalisation, diagnostics, and surgical care**. Our mission is simple: to deliver **exceptional, personalised veterinary care** that supports horse and owner alike.

The Role: Client Care (Equine Veterinary Receptionist)

You'll be the vital link between our clients, their horses, and our veterinary team. This is more than a front desk role—it's an opportunity to be part of something special: shaping **client and team experience** from first contact to follow-up, playing a key role in **practice** efficiency and equine wellbeing with the highest standards in quality at the forefront of every interaction.

Patient Experience (The Horse)

While horses may not dial the phone or read your emails, their comfort and outcomes are directly impacted by how smoothly everything runs behind the scenes. You will:

- Support smooth and stress-free **in-patient admissions and discharges**, ensuring accurate records and caring communication with clients.
- Champion efficient processing of **dental charts, lab results, and clinical records**, enabling better patient care.
Be an advocate for each horse by ensuring that their preventative care is up to date through schemes like our **Healthy Horse Club**.
- Proactively **identify opportunities for better care** at every stage—whether during a telephone conversation, written correspondence, or face-to-face interaction.
- Be prepared to lend a hand within the hospital, including **handling horses** or assisting with **basic in-patient care**, as required.
- Work closely with the veterinary and nursing team to ensure accurate documentation that reflects each horse's journey through our care.

Client Experience

We're known for our welcoming, proactive and professional client service—your role is to keep that standard high across every touchpoint:

Consistently **seek opportunities to enhance the client experience** at every touchpoint in their journey, from first contact to follow-up, ensuring each interaction feels personalised, professional, and positive.

Telephone Skills

- Excellent **telephone manner**, strong emotional intelligence, and confident decision-making
- Confidently handle a high volume of inbound and outbound calls with empathy, clarity, natural authenticity and professionalism.
- Minimise hold times, answer queries with knowledge, and ensure timely and reassuring follow-up.
- Conduct each call to a **consistently high standard**, not just resolving the immediate need, but also **spotting opportunities to improve client experience** and enhance the horse's care. Able to communicate with articulation and good use of tone.
- Be familiar enough with horses and equine care to **communicate confidently and knowledgeably** with clients, building trust and demonstrating genuine understanding of their needs and concerns.
- Share what makes **Loch Leven Equine Practice different**, with enthusiasm and confidence in our people, service and values.
- Build rapport with owners and referring vets, understanding the emotional context of each call.

Face-to-Face Skills

- Be the friendly, warm and professional face that welcomes clients to the practice and supports them through what can often be emotional visits.
- Handle sensitive conversations with tact and empathy, ensuring a calm, caring atmosphere in reception.

Digital & Written Communication

- Respond to email and online enquiries with promptness, warmth, professionalism and attention to detail.
- Accurately relay messages to the appropriate team members and follow up on outstanding actions.
- Maintain a clear, consistent tone that reflects our values of care, trust and clinical excellence.

Team Experience

At Loch Leven Equine Practice, we know that **a great team experience leads to great client and patient experiences**. As a valued team member, you will:

- Live and breathe the Loch Leven Values: Caring, Relationships, Trust, Pride, Integrity, Fun, Excellence, Learning & Development, Teamwork, Compassion, Consistency. Exceptional equine care at great value.
- A genuine interest in equine care and a desire to be part of a friendly, values-led team
- Achieve key care objectives within your role and contribute to key care indicators across the wider team.
- Be **collaborative and supportive**, always willing to step in and help a colleague.
- Show **accountability and responsibility**, owning your tasks and proactively following through with professionalism.
- Have a **growth mindset**, continuously looking to improve, learn and develop.
- Communicate openly and respectfully, understanding that every interaction affects team morale and effectiveness.
- Bring strong **emotional intelligence, resilience and self-regulation**, recognising that equine veterinary practice can be emotionally demanding—and staying calm, kind, and constructive during both the highs and the lows. Proactively manage own and team wellbeing.
- Embrace change **positively**, knowing that innovation and progress help us remain exceptional.
- Respect and value the diverse strengths and roles of every member of the team—from vets and nurses to the wider support team
- Be ready to develop. Proactively **lean into personal and professional development**, seeking opportunities to grow, thrive and contribute even more effectively to the team and the wider practice.
- Continuously work on intention and impact so that your positive intentions are felt by the recipient.
- Be Present with our clients, team members and patients. Be on time, ready to work with respect to team members, patients and clients. Be on pace - working at a positive efficient, effective and productive pace. Be proactive, looking for the next opportunity to contribute in a prioritise way.
- Be **well-presented and professional** at all times, reflecting the high standards and quality of the Loch Leven Equine Practice brand in both appearance and attitude.
- Proactively recognise, capture, celebrate and share in the success of the team personally and professionally: everyone has a vital role to play in delivering the highest quality care to our patients, our team, our clients.

Veterinary Business Administration

Behind every smooth-running practice is a Client Care team that keeps everything ticking. Your responsibilities will include:

- **Strong IT and systems skills** including O365 Outlook, Word, Excel, Teams and Power Point (experience with veterinary software is an advantage)
- Highly organised with meticulous attention to **detail and accuracy**
- **New client registration process** to give a great first impression, ensuring legal requirements are met as well as delighting new clients with a warm, reassuring welcome to Loch Leven.
- **Diary Management:** Coordinate complex ambulatory and in-hospital appointments, balancing efficiency and logistics.
- **Sending reminders** proactively and in effective timescales with follow up to drive better horse health care such as vaccinations, dental, faecal egg count, follow ups and opportunities identified by vet colleagues or practice.
- **Prescriptions:** Process repeat medication requests with accuracy and within legal requirements.
- **Healthy Horse Club:** Support the administration and promotion of our preventative healthcare plan, helping clients stay engaged and proactive.
- **Estimates** - give accurate and timely estimates as required or directed helping the client to understand parameters and dependencies of the estimate.
- **Payments** - take accurate payments in a timely, efficient and professional manner.
- **Admissions:** Manage in-patient bookings, liaising with clinical teams to ensure seamless transitions.
- **Consent Forms:** ensuring legal requirements are met in sometimes emotionally charged situations with empathy, care and professionalism
- **Facilitate the insurance claim process** with proactive and timely collection of completed claim forms and any excess, confidently guiding clients through the process, rigorous adherence to dates and keeping the client informed.
- **Dental Charts & Lab Reports:** Ensure accurate processing, recording, and distribution to clients and clinical teams.
- Manage and process **Equine Passport documentation** accurately, ensuring compliance with legal requirements and timely updates for procedures, vaccinations, and ownership.
- **Weekly share of social media stories** to our marketing team to bring our individual and practice personality to life.
- **Proactive participation** in organising and attending events both internally and externally
- Proactively **identify opportunities to improve efficiency, effectiveness, and productivity** by enhancing systems, refining processes and collaborating with people to streamline workflows.
- Approach problems with a **proactive mindset**, seeking to understand and address the **root cause**—whether handling a rare client complaint or resolving everyday operational challenges- with clarity, care and a solutions-focused attitude.
- Cover for colleagues if and when required, keeping operational knowledge up to date to maintain service in
 - **Accurate Billing:** Create, review and finalise invoices with speed, transparency and professionalism.
 - **Debt Collection:** Use tact and persistence to follow up outstanding payments, helping to maintain healthy cashflow, giving a great debt collection client experience..
 - **Insurance Claims:** Liaising with insurers and vets to ensure timely and accurate submissions, achieving debt management objectives

Carry out any other **administrative duties** and **take direction** as required to support the smooth running of the practice and the wider team.

What We're Looking For - Essentials

- Experience in a **client-facing, fast-paced administrative role**—veterinary, medical, or hospitality background ideal
- Excellent **telephone manner**, strong emotional intelligence, and confident decision-making
- Highly organised with meticulous attention to **detail and accuracy**
- Calm under pressure, empathetic under stress, and always professional
- Strong IT and systems skills including O365, Word, Excel and Power Point (experience with veterinary software is an advantage)
- A genuine interest in equine care and a desire to be part of a friendly, values-led team

Why Join Loch Leven Equine Practice?

- Be part of a **progressive, independent practice** that values team spirit and exceptional care
- Work in a beautiful rural location with a **state-of-the-art hospital** and a supportive, close-knit team
- Ongoing opportunities for **training and development** in equine veterinary administration
- A role with variety, responsibility, and the chance to make a real difference every day

How to Apply

If you'd love to be the welcoming voice, the steady hand, and the reassuring presence that supports our clients and their horses—**we'd love to hear from you**. Please send your CV and a brief covering letter to liz@lochlevenequine.co.uk

Closing Date: 3rd August 2025

Interviews: Week Starting 11th August 2025

Start date: End of September