# Job Profile

Job Title: Canine Health Administrator

Directorate: Business and Finance Services

Reports To: Canine Health Admin Team Leader

Matrix Reporting To: None

Disclosure Check Level: Basic

Date created/last reviewed: 06/05/2021

## Overall Role Purpose

The Canine Health Administrator helps people with sight loss to live the life they choose by providing veterinary account support through processing and administration of vet invoices being a key contact for individual vet practices to support and advise on issues relating to account management. Processes clinical health information received from veterinary practices to ensure timely and accurate recording and coding which enables the dog health and wellbeing teams to manage the health of our dogs.

## Key Responsibilities

* Data management
  + Vet Invoice and dog clinical health information inputting and processing into Salesforce and Agresso systems within agreed timescales.
  + Checks incoming invoices for errors and anomalies, then scan and load into the finance system.
  + Ensures accuracy of veterinary information, interpreting clinical notes to accurately code into the Salesforce system
  + Chase missing dog data.
  + Produce reports as required.
  + Maintains files and data as per the General Data Protection Regulations.
* Customer Service
  + Provides exceptional customer care to veterinary practices, providing a main point of contact for individual vet practices to support and advise on issues relating to account management.
  + Takes ownership of issues and queries, liaising with internal and external stakeholders as required to reach a resolution.
  + Build rapport and collaborative relationships with key vets.
  + Work in collaboration with the Dog Health and Wellbeing staffto check charges for veterinary treatment are appropriate and to ensure the teams are kept up to date with any issues being resolved with veterinary practice accounts in their region and any issues are escalated appropriately.
  + Process improvements to enable efficiencies.
* Correspondence
  + Communicates to a high standard via e-mail, telephone calls, post, and through dealing with queries on health slips, VAT reclamation letters, invoicing.
  + Correspondence must be timely, accurate, and include the recording and monitoring of Service Level Agreements (SLAs), and chasing outstanding correspondence to a satisfactory conclusion
* Financial support
  + Provides financial reports to the Dog Health and Wellbeing Teams and CVO
  + Understands Service Level Agreements in place with vets and ensures these are being fulfilled.
  + Maintains veterinary/laboratory accounts to ensure invoices are accurate and processed within agreed timescales.
  + Investigate anomalies with supplier invoices and credit notes to ensure accurate processing of payments.
* Support the National Dog Health and Wellbeing Team and CVO
  + Provide an administrative support role to the National Dog Health and Wellbeing Team taking on tasks to support the day-to-day function of the team with the opportunity for personal development.
* Any other activities relevant to the role.
* Guide Dogs is a learning organisation and we are committed to fostering a positive climate for continuous learning. We expect all our people to demonstrate commitment and actively participate in continuous professional development (CPD).

## Breadth/Scope of Accountability

### People Accountability

Number of Direct Reports: None

Number of Indirect Reports: None

Number of Volunteers Supervised: None

### Financial Accountability

Annual Income Accountability: None

Assets Managed: None

Budget Accountability: Authorisation sign off limit for veterinary expenditure of £1000 per invoice

# Application of this Job Profile

All employees are required to carry out other such duties as may reasonably be required to fulfil their role and support functional and organisational objectives.

All employees must also:

* Comply with all organisational policies
* Promote the vision and values of the organisation
* Engage in continuous personal development

This job profile is accurate as at the date shown above. It does not form part of contractual terms and may be varied to reflect or anticipate changes to the role.

# Working at Guide Dogs

As well as other services to enhance the lives of people who are blind and partially sighted, we breed and train guide dogs. Staff and volunteers in all our locations support this work. Therefore, all employees must be comfortable working in environments where dogs may be present.

Guide Dogs is a volunteer-involving organisation and as such all staff are required to support volunteers in their roles. This may or may not mean the direct supervision of volunteers but will require all staff to play a supporting role. From time to time you may be asked to support / volunteer your time at Guide Dogs events that take place outside of normal working hours. All employees will always be expected to advocate for Guide Dogs and be a fundraiser.

Guide Dogs is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults with whom we work. We expect all our employees and volunteers to demonstrate this commitment.

Guide Dogs will require proof of identity and the right to work in the UK.

# Person Specification

## Education/Qualifications

#### Essential

* GCSE passes or equivalent at least at grade C- Maths & English.

#### Desirable

* A level qualification or equivalent.

## Job-Related Experience

#### Essential

* Accurate data input and excellent telephone skills.
* Experience of working with veterinary practices.
* Computer literate with a good knowledge of Microsoft Office packages.
* Knowledge of a purchasing or accounting software such as Web3 or Agresso.
* General knowledge/understanding of veterinary terminology.
* Taking accountability for deadlines.

#### Desirable

## Knowledge

#### Essential

* Good knowledge of Microsoft Office including Excel, Word and Outlook.

#### Desirable

* Knowledge of vet billing practices.

## Skills and Competencies

#### Essential

* Excellent interpersonal and communication skills in all forms of communication.
* Ability to work under pressure and adhere to strict timescales.
* Work as part of a team and in a team environment.
* Excellent attention to detail.
* Good at building rapport with all customers.
* Take ownership of problems and issues through to resolution.

#### Desirable

* Experience of working in a customer focussed environment.
* Account management experience.

## Behaviours

Our behaviours capture the essence of what it is to be Guide Dogs people, whether staff or volunteer. They describe the experience we expect everyone – the people we support, donors, partners, our volunteers and staff – to have while working with us. Guide Dogs people are:

* **Person-centred** - We are a group of people working to help each person affected by sight loss. We listen, and recognise that every individual is different in where they’ve come from and where they’re going. We are open, empathetic and inclusive. We place the person at the centre of every decision.
* **Expert** - We are specialists in what we do. We are committed to excellence and will never stop innovating. We respect our history, but seek out ways to adapt and improve, and are always willing to learn.
* **Optimistic** - We are relentless in our belief that people with vision impairment can lead the life they choose. We are passionate about helping each person, committed to challenging barriers, and proud of who we are and what we achieve.

So, we: -

* **Partner** - We only change lives when we collaborate. We build valued relationships with donors. We work together with our service users and colleagues, volunteers and partners – and our dogs, of course – to deliver great outcomes. We support and develop each other.
* **Lead-by-example** - We can all be a guide. We take the lead and then hand it over, empowering people to make progress independently. We gain trust by having faith in others, and influence by example. We do what we say we will.
* **Engage** - We cannot change lives if we look on from the side-lines. We get involved, take ownership, and feel responsible for all we do, think and say. We celebrate wins big and small, and we hold ourselves and each other to account.

We use competency-based questioning within our recruitment processes to assess the extent to which candidates demonstrate these behaviours – in ways appropriate to this role – in how they are at work and generally as people.

## Safeguarding

If the role does or may involve working with children, young people or vulnerable adults, or supervising those that do, we’ll also be assessing ‘safeguarding competencies’ as part of the process. These are:

* Appropriate motivation to work with vulnerable groups;
* Emotional awareness;
* Working within professional boundaries and self-awareness; and
* Ability to safeguard and promote the welfare of children, young people and adults and protect from harm.

## Mobility

Able to undertake demands of the role. Including controlling and walking with a range of dog breeds, ages and temperaments. Must be willing and able to undertake some unsociable hours including weekend mating duties and support promotional events. Full driving licence required

## Job Group (internal use only)

This role has been evaluated as a Support Provider, please follow this link to view the [salary band](https://guidedogs.sharepoint.com/:w:/g/Eekm-hoJMeVJm56OXhJwVdIBfYfn-ntTFX815dzK-eX_Rw?e=LPGG4e).