



Job Description

Practice Administrator

Location:	Registered Practice Office, Halls Green, Hitchin
Hours:	Full-time, 0830hrs to 1700hrs Monday to Friday
Reports to:	Practice Managing Director
Annual salary:	£24k to £28k according to qualifications and experience

This is a permanent, full-time appointment.

The role does not afford the opportunity for remote or hybrid working.

Ballinger Equine is a leading, multi-award-winning first opinion ambulatory equine veterinary practice. Proud of our commitment to excellence, we are the 2019/2020 **East of England Best Rural Professional Services Business**. And we hold the accolade of Amazon Rural Business Award's **Best UK Rural Start Up Business**.

This new position will suit a positive, adaptable, organised, self-starter who enjoys playing a proactive role within a committed, energetic, hard-working and happy team. The principal mission of the new role is the efficient management of client accounts and the provision of high-quality support for the Clinical Director. The role reports directly to the practice Managing Director.

The job's responsibilities and duties include:

- High quality, proactive support for the Clinical Director
- Management of client accounts, ensuring GDPR and data security compliance.
- Supervising a structured approach to credit control.
- Handling client enquiries via email and 'phone.
- Registering new clients.
- Scheduling veterinary surgeons' appointments.
- Liaison with other veterinary practices, hospitals and laboratories.
- Uploading accurate and complete data to the Practice Management System.
- Accepting and processing payments of veterinary fees and charges.
- Proactive and effective client liaison.
- Supporting the veterinary surgeons with information whilst they are out on visits.
- Attending and participating in staff meetings.
- Undertaking staff training as required.

EQUINE VETERINARY SURGEONS

East Barn, Fairclough Hall Farm, Halls Green, Hitchin SG4 7DP
01462 414008 | office@ballingerequine.com | ballingerequine.com



Occasional evening working is required for the organisation and support of client PR events and clinics (currently suspended due to COVID-19).

Experience and qualifications

Candidates will be educated to degree level and have an appreciation of the need for effective credit control in the development of a busy, growing professional services firm.

Essential requirements include:

- Excellent organisational skills.
- An understanding of successful credit control.
- An appreciation of client account management.
- Outstanding client liaison, interpersonal and communication abilities.
- Impeccable personal presentation.
- Advanced working knowledge of MS Office software, particularly MS Excel.
- An understanding of, and empathy with, rural life and country sports.
- Current, active familiarity with, and working knowledge of, equidae.
- An active interest in equestrian sport.
- Data analysis and presentation skills are desirable.

Company culture

Professionalism, integrity, outstanding client service and commitment to excellence are at the core of everything we do at Ballinger Equine. Applications are welcomed from those who proactively support our core values and who can demonstrate their understanding of what it takes to deliver equine veterinary excellence 24/7, 365.

Applicants are to follow the process set out below. Casual, generic or incomplete applications are most unlikely to elicit a response.

- ***Current CV including contact details, educational and professional qualifications and employment history.***
- ***Letter of application explaining why you consider you are suitable for the role and what added value you might bring to the practice.***

Applications to be emailed to a.hillier@ballingerequine.com

The purpose of this job description is to focus attention on the most important aspects of the job-holder's role. It is not intended to be a complete list of the duties; therefore, it is to be expected that the day-to-day performance of the job will include tasks not listed above. The list of duties for which the job-holder is responsible may reasonably be varied or added to at the discretion of the practice management.

Ballinger Equine is an equal opportunity employer and welcomes applications from suitably qualified people from all sections of the community.