



BALLINGER EQUINE

Job Description

Practice Administrator

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| Location: | Registered Practice Office, Halls Green, Hitchin |
| Hours: | Full-time, 0830hrs to 1700hrs Monday to Friday |
| Reports to: | Practice Manager |
| Annual salary: | £22k to £25.5k according to qualifications and experience |

**This is a permanent, full-time appointment.
The role is ineligible for remote working.**

Ballinger Equine is a leading, multi-award-winning first opinion ambulatory equine veterinary practice. Proud of our commitment to excellence, we have this year been judged the **East of England's Best Rural Professional Services Business**. And we hold the accolade of Amazon RBA'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 effective management of client accounts and efficient administration of the practice under the guidance of the Practice Manager.

The job's responsibilities and duties include:

- Management of client accounts, ensuring GDPR and data security compliance.
- Structured credit control.
- Handling client enquiries via email and 'phone.
- Registering new clients.
- Assisting in 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.
- Processing client insurance claims.
- 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 relevant account management and credit control experience.

Essential requirements include:

- Excellent organisational skills.
- Experience running successful credit control.
- Experience in client accounts 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. Only shortlisted applicants will be contacted.

- ***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.

- Ends -