



Job Description & Candidate Specification

Practice Clinical Administrator

Ballinger Equine Limited

Location:	East Barn, Fairclough Hall Farm, Halls Green, Hitchin
Hours:	Full-time, 0830hrs to 1700hrs Monday to Friday
Reports to:	Practice Managing Director & Practice Clinical Director
FTE Annual salary:	£32k to £36k dependent upon qualifications and experience

This is an office-based, permanent, full-time appointment. Part-time hours may be available to an exceptional candidate.

Note this is a purely clinical administrative role – no treatment of animals features as part of the job.

The Practice

Ballinger Equine Limited is the region's foremost independent first-opinion ambulatory equine veterinary practice. A multi-award-winning practice, clinical excellence, integrity, horse welfare and outstanding client service are at the heart of what we do.

In a sector dominated by large corporates, Ballinger Equine stands out as proudly independent operating its own in-house, out-of-hours 24/7, 365 emergency service. Based in contemporary, spacious open-plan offices in a tranquil rural setting, we are an agile, lean, efficient, professional services firm with a streamlined decision-making hierarchy. The practice boasts a wide range of the latest diagnostic imaging equipment, surgical, laser and dentistry kit and an all-new 4x4 vehicle fleet. Our excellent IT infrastructure is enhanced by first-class tech systems support.

Due to continued year-on-year growth, we are recruiting a new post – that of Clinical Administrator.

EQUINE VETERINARY SURGEONS

East Barn, Fairclough Hall Farm, Halls Green, Hitchin SG4 7DP
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BALLINGER EQUINE

Ballinger Equine is co-owned and led by its two founding directors, Andrew Hillier (managing director), and clinical director Dr Susanna Ballinger BVSc CertAVP(EP) MRCVS. Formerly a VMG board director, Andrew recently led the initial response to the current CMA investigation into the UK veterinary services market. Dr Ballinger is an RCVS Advanced Practitioner, Official Veterinarian, FEI Permitted Treating Veterinarian and ARVS Racecourse Veterinary Surgeon. Formerly managing partner of Rossdales Hertfordshire ambulatory service division (since acquired by VetPartners), she is recognised widely within the profession as one of the top ambulatory equine veterinary surgeons in southern England. Dr Ballinger currently leads a clinical team of four assistants, Dr Sophie Davis MRCVS, Dr Harriett Bartram-Baird MRCVS, Dr Laura Brown MRCVS and Dr Maaïke Hepworth MRCVS. Andrew manages the practice business, and senior practice administrator Kate Harley leads office support, assisted by Sharni Titmuss and Catriona McClure.

The focus of the practice is excellence.

Ballinger Equine actively supports grass roots equestrianism, encouraging inclusivity and accessibility.

The practice provides equine veterinary care and performance management services to a wide range of clients across professional competition and race yards, showing yards, elite international athletes, privately owned pleasure and leisure horses and ponies, riding schools, and RDA facilities.

Candidates

Applications are welcomed from those who actively support our core values and who can demonstrate their understanding of what it takes to deliver equine veterinary excellence 24/7, 365.

We seek a qualified, experienced veterinary nurse. We offer an opportunity for such a candidate to grow with guidance, support and encouragement in a happy, collegiate environment. Experience from within the equine sector is advantageous, but is not necessary. Effective, professional, good-humoured client handling is essential for the role. Key attributes required include an abundance of common sense, an unimpeachable work ethic, excellent organisational skills and a mature, empathetic approach to client communications. Applicants will evidence their understanding and current familiarity with, horses and ponies, and show an active interest in, and support of, equestrian and countryside sports.

This new position is a super opportunity for a positive, adaptable, enthusiastic self-starter who enjoys playing a proactive role within a committed, energetic team. Whilst concentrating on clinical support and veterinary administration, the role encompasses a range of practice administration duties including client liaison.

Leadership, support and guidance is provided by the practice managing director.



BALLINGER EQUINE

Candidates will be well-spoken, well-educated with excellent literacy and numeracy. Telephone manner and written, verbal and interpersonal communication skills must be first-class. Everybody in our team is an ambassador for excellence and that is reflected in standards of personal presentation.

The position requires frequent contact with clients, the Ballinger Equine clinical team and professional clinical and administrative colleagues within the sector. Accuracy and attention to detail are paramount as is strict adherence to GDPR, client confidentiality and data security.

Retaining and intelligently linking information and anticipating client, clinical team and management requirements are all part of the job.

Responsibilities of the role include:

- Checking, approving and uploading patient histories and clinical notes.
- Reviewing billing for visits, treatments and medicines ensuring accuracy.
- Liaison with other veterinary practices, hospitals and laboratories.
- Ensuring clinical data on the Practice Management System is accurate and complete.
- Processing client payments and settlement of invoices.
- Managing logistics and efficient routing of veterinary surgeons' schedules in real time.
- Assisting in the clinical detail of client insurance claims.
- Supporting the veterinary surgeons with information whilst they are out on visits.
- Attending and participating in staff and management meetings.
- Undertaking staff training and CPD as required.
- Performing additional tasks as required by the practice management.
- Ensuring GDPR and data security/protection compliance at all times.

Very occasional evening working is required to support client PR events and clinics.

Please Note, this is an office based, administrative role and there is no patient contact.

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.



Remuneration & Benefits

- Award-winning, highly regarded, premium-brand professional services firm.
- Smart, contemporary offices situated in an attractive rural location.
- Paid-for membership of the company private healthcare insurance scheme.
- Discount scheme for veterinary treatment of staff-owned horses and ponies*
- Discount scheme for Ballinger Equine own-brand equine nutraceuticals*
- Encouragement and financial support for CPD.*
- Smart uniform provided.
- Free, secure, on-site parking.
- On-site café.
- Friendly, happy, highly respected, mutually supportive, professional colleagues.
- Opportunity for personal and professional growth within a successful, sector-leading business.
- 28 days annual leave (FTE) including statutory bank holidays.
- FTE salary of between £32k to £36k dependent upon qualifications and experience.

*Subject to satisfactory completion of a probationary period.

Andrew Hillier
December 2025

Ballinger Equine – A Multi-Award Winning Practice

Winner, 2019/20 Amazon Rural Business Awards - UK Best Start-Up Business

Winner, 2019/20 Amazon Rural Business Awards - East England Best Professional Services Business

Winner, Hertfordshire Chamber of Commerce 2019 Most Promising New Business

Runner-Up, SME Hertfordshire 2019 Best New Business

Runner-Up, SME Hertfordshire 2019 Website of The Year

Joint Winner, 2017 Veterinary Marketing Association - UK Practice Marketing Award

Runner Up, 2017 Veterinary Marketing Association - UK Marketing Campaign Award