



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Clinic Assistant			
DEPARTMENT	School of Natural Sciences			
LOCATION	Lincoln Campuses			
JOB NUMBER	CHS019	GRADE	3	DATE April 2025
REPORTS TO	D S Mills			

CONTEXT

The administration teams within the College provide wide-ranging administrative and clinical support. This specific role is associated with supporting our external income generation through the animal behaviour clinic.

JOB PURPOSE

To assist with the provision of wide-ranging, clinical and administrative support, which enhances the client experience and services provided by the Animal Behaviour Clinic at the University.

KEY RESPONSIBILITIES

Assistant Services
<ul style="list-style-type: none"> • Provide a professional reception service handling routine enquiries from behaviour case clients, staff and visitors to the College. • Contribute to the continuous development and improvement of service provision, including the development of office systems and services, ensuring the high quality of service provided is kept under constant review. • Provide administrative support relating to the input of the animal behaviour clinic to our MSc in Clinical animal behaviour and related programmes as required; e.g. through collation of clinic cases and dealing with student enquiries. • Maintaining websites related to clinical animal behaviour and related services offered by the University of Lincoln. • Contribute to ongoing projects within the clinic e.g. improving administrative processes and development of clinical resources (such as editing of training handouts and videos) •
General Office & Clinic Duties
<ul style="list-style-type: none"> • Deal with incoming and outgoing calls and post together with general office duties – filing, routine word processing tasks as required. Process routine correspondence, prepare letters and emails, and perform other clerical duties utilising relevant technologies. • Check and maintain relevant equipment, resources and supplies associated with the efficient running of the animal behaviour clinic. • Provide a professional service handling routine enquiries from behaviour case clients, staff and visitors to the College. • Ensure clinical case enquiries are handled efficiently through appropriate channels to facilitate bookings and follow up.
Clinic Support
<ul style="list-style-type: none"> • Implement arrangements for the collection and receipt of client reports and related materials. • Undertake clinical behaviour service provision as appropriate (based on skills and qualification) and also support other behaviour clinic staff in their consultation and follow-up of behaviour cases. • Undertake and support others in clinical demonstrations of training and behaviour modification techniques.
Assistance within the Clinic Team
<ul style="list-style-type: none"> • Provide clerical assistance to the Clinic team in supporting operations. • Assist Administrators by providing clerical support for postgraduate and undergraduate programmes and activities associated with the activity of the clinic.
Databases
<ul style="list-style-type: none"> • Maintain database of client records in accordance with confidentiality and GDPR requirements and process routine fee billing of clients. • Transfer and evaluate digital material to provide descriptive summaries, e.g. plotting client diaries or collation of digital images and reports (once training provided)
Assist with Events

- Assist with other events run by the clinic as required, e.g. CPD events.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

Carry out a range of activities, following routines and procedures set by others, but with limited supervision. An experienced team member, they will be able to make independent decisions on day-to-day routine matters and use judgement and initiative to make choices between a range of established options. Development of clinical behaviour skills in the context of client needs will be encouraged in the role in line with competence.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none">• Line Manager• Animal Behaviour Clinic staff• Students• Finance Department• Estates Department	<ul style="list-style-type: none">• Behaviour Clinic Clients• Visitors to the University• Suppliers of goods and services



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UNIVERSITY OF LINCOLN PERSON SPECIFICATION

JOB TITLE	Clinic Assistant	JOB NUMBER	CHS019
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
Administrative or IT qualifications	D	A/I
Clinical animal behaviour or animal behaviour management qualification	E	A/I
Experience:		
Working with owners and their pets	E	A/I
Relevant experience within a HE environment	D	A/I
Skills and Knowledge:		
Effective administration skills, with ability to be able to follow procedures relating to client enquiries with minimal supervision	E	A/I
Effective communication skills, both oral and written	E	A/I
The ability to deal with straightforward and standard queries regarding animal management	E	A/I
Competent in a range of IT software, eg Microsoft Word, Excel and Outlook and Sharepoint	E	A/I
Excellent ability to implement animal training and behaviour modification procedures under the direction of others	E	A/I
Competencies and Personal Attributes:		
Professional and diplomatic at all times	E	I/R
A flexible and effective team member	E	I/R
A demonstrable commitment to providing a customer-orientated service and enhancing the 'client experience'	E	I/R
Proactive and able to use initiative	E	I/R
Business Requirements:		
Flexible hours to accommodate occasional evening and weekend working	E	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	D S Mills	PBP	AG
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