



UNIVERSITY OF
LINCOLN

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	Technician (Animal Behaviour Clinic)				
DEPARTMENT	School of Natural Sciences				
LOCATION	Lincoln Campuses				
JOB NUMBER	COS800	GRADE	5	DATE	October 2026
REPORTS TO	Senior Lecturer in Clinical Animal Behaviour				

CONTEXT

This post is based within the School of Natural Sciences, whose mission is to deliver high quality teaching, research and consultancy into the Organismal Biosciences from within a creative, sustainable and academically thriving community.

The post is important in helping us to achieve our potential with respect to the clinical behaviour services offered by the School. You will work under the supervision of the Clinic Director who is ultimately responsible, as veterinarian, for the clinic's provision.

JOB PURPOSE

The role is to provide administrative as well as specialised technical support for the behaviour clinic services to help develop the clinic's business potential and further develop its profile. The post includes ensuring clients are provided with support both within the initial consultation and during follow up. This post is pivotal to ensuring liaison across the clinic team to help ensure continuity of appropriate clinic provision at all times. Other responsibilities include providing practical support during teaching demonstrations of animal behaviour and training techniques of mainly dogs and cats, but possibly other species including horses and parrots. The post holder is also expected to assist in the organisation and delivery of additional income generating initiatives relating to the available expertise in clinical animal behaviour under the guidance of senior colleagues (e.g. seminars, puppy classes, short course and workshops).

KEY RESPONSIBILITIES

General

- Provide specialist advice and support to behaviour clinic clients, staff and students.
- Interpretation of customer requirements to produce solutions and/or advice to produce a high level of learning support.
- Responsible for day to day running of our clinical behavioural provision.
- Have a thorough understanding of the techniques and procedures relating to all clinical behaviour services offered by the University.
- Writing and production of complex and detailed instruction sheets and guidance material.
- Point of reference for other team members for guidance and advice concerning our clinical behavioural provision.
- Internal and external liaison to maintain and build relationships and contacts essential to the effectiveness of the role and the long term reputation and growth of the Animal Behaviour Clinic.
- Operate as a member of the team to shape the delivery of service
- Develop professional skills and recognition within own area of specialist behavioural management expertise.
- Decision making on routine matters and implementing ways of improving the efficiency of the service.
- Carry out tasks requiring a high level of sensory motor skill.
- Provide demonstration and guidance to others in the team.
- Train or instruct and assist in the supervised assessment of students on standard tasks or activities and provide feedback on the same.
- Operate at all times within health and safety restrictions associated with the specialised area of work.

Planning and Organising

- Work alongside academic staff to monitor a rolling business plan for the clinic to support our vision statement for sustaining our position as national leaders in clinical behaviour provision.
- Assist as appropriate with raising the profile of the clinical services of the School, for example by collating information on market research, or liaising with the press about relevant University events.
- Maintaining websites related to clinical services.
- Maintain client records so that they are stored in compliance with legislative requirements but also accessible for related research and teaching in an efficient way.
- Plan and arrange continuity of provision during staff vacations and other absences.

Clinical Support

- Undertake clinical behaviour service provision as appropriate (based on skills and qualification), including the management and follow-up of cases in close collaboration with veterinary behaviour clinicians, and support other behaviour clinic staff with consultations and case follow-up as required.
- Achieve, promote and support professional recognition in the field.
- Undertake and support others in clinical demonstrations of training and behaviour modification techniques.
- Discuss cases with students both pre and post consultation.
- Oversee on a day-to-day basis the routine support required for student interns and similar within the clinic.
- Prepare materials and equipment requiring specialised skills and knowledge from verbal, visual or written instruction.
- Provide specialist and technical advice to students, clients of the behaviour clinic and staff in the design of patient treatment protocols and training protocols.

Administrative Duties

- Take responsibility for day to day clerical and administrative activities associated with the clinical services of the School, such as booking appointments, raising invoices on the finance system, completing insurance forms, maintaining diary services, co-ordinating meetings, and producing Word processed documents etc.
- Responsible for bookings and all administrative tasks related to any training classes that may be offered.
- Monitoring of clinic resources, placing orders when required and monitoring of expenditure within a set budget.
- Source new suppliers in line with requirements to purchase equipment and resources as required.
- Advise on recommended purchases for new capital purchases.
- Monitor the maintenance and as necessary repair or replacement of clinic equipment, to ensure continuity of provision.
- Establish and monitor appropriate Health and Safety evaluations for all activities.

Demonstration

- Demonstrate to undergraduate and postgraduate students as part of a module or course or where they are engaging in additional university sponsored activities.
 - Evaluate students' competencies in tasks and provide feedback.
 - In association with academic staff, assist with the development, updating and modifying of material or delivery method, in order to make it appropriate for the learning outcomes required of individuals with diverse learning styles and abilities.
 - Create written documents to communicate effective use of equipment and how to carry out routine procedures. Support academics by writing protocols for undergraduate and postgraduate practical schedules when requested.
- Develop detailed handouts and other materials to improve the clinical provision offered.

Provision of Technical Advice
• Provide advice to clients, academic staff and students to enable a resolution to unusual or complex problems. • Train members of staff in technical skills with the aim of transferring knowledge and experience.
Liaison and Networking
• Communicate orally and in writing with clients in an efficient and professional manner in accordance with the reputation of the Behaviour Clinic, e.g. in the provision of follow up advice according to the post-holders level of responsibility. • Communicate with University staff and students to ensure that initiatives are completed in a timely and appropriate manner. • Communicate with the public in order to promote the services and initiatives of the behaviour clinic. • Contribute as an active and knowledgeable participant in internal or external working groups, committees or networks such as professional bodies and user groups.
Development of Methods for Clinical Practice and Instruction
• Develop new or improved methods of managing patients, managing day to day clinic services and instructing students in clinical practice.
Health and Safety
• Be responsible for ensuring safety regulations are followed. Conduct risk/COSHH assessments as required. • Instruct students in safe working practices including overseeing activities in the clinic and during practical classes.

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

Key working relationships/networks	
Internal	External
• Line manager Clinic Director • Veterinary Behaviour Clinicians • Clinic interns and residents • Animal Unit Manager • Head of School • College Programme Leaders • School academic, administrative, technical and learning support staff • Health and Safety Officers • Undergraduate and post graduate students	• Clients of the behaviour clinic • Other customers of behaviour clinic services e.g. meeting attendees • Local press and media • Relevant academic and professional groups • Relevant national, regional and international networks • Professional visitors



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PERSON SPECIFICATION**

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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
A degree in a relevant subject or equivalent experience	E	A
Qualification which meets the theoretical requirements for CCAB accreditation	D	A
Working towards / achieved professional recognition e.g. CCAB accreditation during tenure of the post	E	A/I
Experience:		
Experience of consulting in the field of Clinical Animal Behaviour	E	A/I
Design and implementation of training and behaviour modification plans for animals	E	A/I
Excellent handling of difficult dogs and cats	E	A/I
Ability to correctly apply equipment commonly used during training and behaviour modification of animals	E	A/I
Experience of teaching and supervision of others on handling of animals and correct application of equipment	E	A/I
Skills and Knowledge:		
Excellent interpersonal skills	E	A/I
Excellent oral and written communication skills	E	A/I
Excellent technical skills in the training and behaviour modification of animals	E	A/I
Appropriate IT skills (spreadsheet and word processing)	E	A/I
Familiarity with university finance procedures and systems related to the post	D	A/I
Accuracy and reliability in performing behaviour modification techniques	E	I
Ability to carry out and document tasks in an organised, methodical manner with attention to detail	E	A/I
Excellent organisational and administrative skills	E	A/I
Budgeting skills	D	A/I
Ability to keep and manage good records	E	A/I
Management of confidential information	E	A/I
Ability to use and maintain website software	D	A/I

Database management	D	A/I
Video editing	D	A/I
Support both UG and PG education relating to clinical animal behaviour	E	A/I
Support and feedback to individuals working within a clinical behaviour environment (puppy class assistant's, student interns etc.)	E	A/I
Competencies and Personal Attributes:		
Enthusiastic and flexible approach to work	E	I
Effective and collaborative team worker	E	A/I
Customer orientated approach to work	E	A/I
Professional and courteous manner	E	I
Proactive and able to demonstrate initiative	E	A/I
Business Requirements:		
Willingness to work flexible hours on occasions to accommodate the needs of the business	E	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	HZ	PBP	
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