



Coventry City Council

Job Description

Job Title: Trainee Pest Control & Animal Welfare Officer.	Job Number:
Department/Directorate: Place.	Post Number:
Division/Section/Group/Team: City Services/Environmental Services/Pest Control & Dog Enforcement.	
Grade: G3	
Location: Whitley Depot 259 London Road Coventry CV3 4AR	

Job Purpose

Under the direction of the Senior Pest Control & Dog Enforcement Officers

- Train and become certificated in all aspects of pest control & dog enforcement to be able undertake the eradication of pests in the city in accordance with laid down regulations and pest control procedures, including those relating to health, safety and quality Construction & Repair to the City Highway.
- Seizure and collection of stray dogs and look after their wellbeing whilst in Councils kennels
- Undertake full range of training associated to both roles

Duties and Responsibilities Once Trained.

1. Carry out the full range of duties associated with Pest Control & Animal Welfare including the eradication of pests, the provision of information to businesses and the public and any other duties deemed necessary to keeping the area under our jurisdiction, free of pests.
 2. Manage a case load of pest control work.
 3. Proactively identify opportunities to promote our services and generate income.
 4. In response to telephone, e-mail or letter requests, provide general advice to our customers on pest control issues, the safe eradication of pests. This may also include presentations to various groups of people.
 5. Seizing and collection of stray dogs
 6. Cleaning of kennels
 7. Walking and feeding any dogs in the council's kennels
 8. Transportation of dogs to designated rehoming centres
 9. Assist with the enforcement of the City Councils Public Space Protection Orders (Dog Control)
 10. Undertake administration and computer data entry associated with the maintenance of case files, the collection, processing and documentation of fees and charges relating to our services, ensuring the correct information is given to customers and the correct documentation is in order before any treatments are carried out.
 11. To take responsibility for securing, controlling, monitoring and maintaining stock levels of poisons and equipment in the council vehicle allocated to you.
 12. To drive council vehicles (which may be large vans) and on occasions, tow equipment, in line with City Council Policy and carry out daily routine vehicle maintenance.
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All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Self

Responsible to: Pest Control & Dog Enforcement Manager

Date Reviewed: April 2021

Updated: April 2021

Person Specification

	JOB REQUIREMENTS
KNOWLEGDE	• An awareness of pest control issues • Good understanding of first class customer service • Dealing with dogs • Knowledge of clerical and administrative procedures an advantage, but not essential • Knowledge of MS Office products, Windows operating systems and desktop hardware and peripherals an advantage. • Awareness of equal opportunities.
SKILLS & ABILITIES	• Good written, verbal and face to face communication skills • Ability to organise and prioritise own workload effectively • Good understanding of Health & Safety • Ability to deal with difficult situations • To demonstrate customer awareness and customer care in the delivery of services. • Ability to work with dogs that may be unpredictable • Ability to work as a member of a team • Able to walk distances, bend, stretch and work in confined spaces • Possession of a full driving licence
EXPERIENCE	• Previous work experience in dealing with customers.
EDUCATIONAL	• Basic 4 GCSE Grade D or above including English and Mathematics • Able to attend technical pest control training courses.
Special Requirements	• The post holder will be required to work outside normal office hours. • The post holder will be required to attend residential courses • Postholder will be required to achieve a pass in the RSH or BPCA level 2 in pest control with in 2 years of start date.

Date Reviewed: April 2021

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