

Job Description and Person Specification

Role: Assistant Dog Enforcement Officer



Job Description

Job Title	Assistant Dog Enforcement Officer
Grade	G3
Service	Pest Control and Dog Enforcement
Reports to	Manager Pest Control and Dog Enforcement
Location	Whitley Depot 259 London Road
Job Evaluation Code	



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

1. Under the direction of the Pest Control and Dog Enforcement Manager, assist in providing the stray dog & dog enforcement duties in the city in accordance with laid down procedures.
2. To maintain the welfare of dogs within our care and the hygiene standards of our kennels.
3. Transport dogs to our approved kennels.

Main Duties & Key Accountabilities

Core Knowledge

- Any other duties and responsibilities within the range of the salary grade.
1. Assist the Dog Enforcement Officers in responding to service requests relating to animal nuisance and welfare throughout the City.
 2. Assist in apprehending and securing the welfare of stray dogs/dangerous dogs, including:
 - Transportation of dogs to holding kennels, vets or their owners.
 - Formal notification of owners of apprehended dogs.
 - Provision of first aid to injured dogs.
 - Supervision and care of dogs during transportation and the temporary Council holding kennels.
 - Cleaning vehicle cages and temporary holding kennels to prevent the spread of disease.
 - The use of proprietary dog restraining equipment and prescribed methods to safeguard personal and public safety whilst maintaining the animal's welfare.
 3. Assist the Dog Enforcement Officers in proactively identifying opportunities to promote responsible animal ownership throughout the city.
 - Assist in providing advice, information and education to individual owners.
 - Assist in developing promotional materials, and take part in promotional events, as required.
 - Assist in making presentations to a range of audiences, including attendance at weekend and evening meetings/events.
 4. Provide support to Dog Enforcement Officers in investigating and dealing with cases relating to animal welfare and nuisances, including:

- Installing dog "no fouling" signs on street furniture.
 - Assist in undertaking investigations, surveys and surveillance.
 - Assist in surveying and enforcing statutory notices, including fixed penalty notices.
 - Providing witness statements for legal enforcement cases.
 - Assist in conducting licensing and other inspections.
5. Liaise with colleagues, other City Council departments, external agencies and customers, as appropriate.
 7. Drive and tow departmental vehicles in line with the City Council's Driving Policy and carry out daily routine vehicle maintenance.
 8. Check and maintain equipment for the apprehension/transport/kennelling of dogs.
 9. Investigate and make referrals for other staff in the Division on matters allied to animal welfare.
 10. Ensure the health and safety of colleagues, customers and the general public at all times.
 11. Carry out associated administration in relation to Dog Enforcement duties:
 - Writing letters to customers.
 - Maintaining the documentation surrounding pet shop licences.
 - Compiling, extracting and updating records on manual and computerised systems.
 - Service fees and charges, and receipt of payments.
 12. Organise work schedules and detailed recordings of actions taken, liaising with other staff to ensure that all service requests are responded to within given time limits.
 13. Ensure current quality and customer care standards and systems are applied at all times.
 14. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Birmingham Dogs Home RSPCA Police Local Vets Neighbouring local authorities	Internal Street Enforcement Team Neighbourhood Enforcement Officers Parks Teams Legal Team
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Person Specification

Knowledge
Of animals, the different breeds, and their behaviour
Of animal welfare legal standards in boarding establishments
Safety Equipment used for dealing with awkward or aggressive dogs
Skills and Abilities
Good verbal and communication skills
Ability to understand and promote Coventry City Council's Equal Opportunities Policy.
Ability to use Microsoft office software
Ability to handle difficult situations, and on times, aggressive behaviour calmly and confidently.
Experience
Experience of handling and working with dogs
Experience in working with and dealing with large aggressive or awkward dogs.
Experience of dealing with the public, directly and over the telephone.
Qualifications
Must have a full driving licence and be able to drive large transit type vans
Special Requirements
Completion of recognised training courses is essential to be able to competently undertake the duties and responsibilities of the post The post holder will be required to work on Saturdays and Sundays and all Bank Holiday's

Date Created	20/11/23	Date Reviewed	
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