



Coventry City Council

Job Description

Post:	Trainee Pest Control & Animal Welfare Officer	Job Number:	
Service:	Environmental Services/Pest Control & Animal Welfare	Post Number:	
Location:	Whitley Depot	Grade:	3

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.

Job Purpose:

Under the direction of the Commercial Pest Control Team Leader:

- To 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

Main Duties and Responsibilities:

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.

13. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

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

Responsible for:

Responsible to: Pest Control & Dog Enforcement Manager

Date Reviewed:

Updated: September 2022



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• 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•
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Skills and Abilities:	<ul style="list-style-type: none">• 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•
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Experience:	<ul style="list-style-type: none">• Previous work experience in dealing with customers.•
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Educational:	<ul style="list-style-type: none">• Basic 4 GCSE Grade D or above including English and Mathematics• Able to attend technical pest control training courses.•
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Special Requirements:

- This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
- 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 within 2 years of start date.

Date Reviewed:**Updated:** September 2022