

Job Description and Person Specification

Role: Trainee Pest Control & Dog Enforcement Officer



Job Description

Job Title	Trainee Pest Control & Dog Enforcement Officer
Grade	G3
Service	Environmental Services Pest Control & Dog Enforcement
Reports to	Pest Control & Dog Enforcement Manager
Location	Whitley Depot
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

Under the direction of the Pest Control and Dog Enforcement Manager:

- Assist in providing Dog Enforcement Services in the city in accordance with laid down procedures, including the application and enforcement of legislation.
- 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..

Main Duties & Key Accountabilities

Core Knowledge

1. Carry out the full range of duties associated with dog enforcement and pest control 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 re homing 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.

Key relationships

External National Pest technician association Police RSPCA (Royal Society for the Prevention of Cruelty to Animals) BPCA (British Pest Control Association) Basis Prompt DEFRA Schools	Internal Street Enforcement Team Food Safety Team Health & Safety Team Parkes Services
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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

Job Evaluation Code	
Knowledge	
Dealing with dogs	
Working in Kennels	
Good understanding of Health & Safety	
Knowledge of MS Office products, Windows operating systems and desktop hardware and peripherals an advantage.	
Good understanding of first-class customer service	
Skills and Abilities	
Ability to work with large heavy dogs that may be unpredictable, difficult or aggressive	
Ability to organise and prioritise own workload effectively	
Able to walk distances, bend, stretch, work in confined spaces	
Good written, verbal and face to face communication skills	
Ability to work as a member of a team	
To demonstrate customer awareness and customer care in the delivery of services	
Good written, verbal and face to face communication skills	
Experience	
Previous work experience in dealing with customers	
Working with dogs	
Working in kennels	
Qualifications	
Basic 4 GCSE Grade D or above including English and Mathematics	
Able to attend dog warden courses and technical pest control training courses.	

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).
- Complete the relevant dog warden course within 1 year
- 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 Created	July 2023	Date Reviewed	
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