

## Job Description and Person Specification

### Pest Cntrl / Dog Enforcement Off

Job Details	
Grade	GRD5
Service	Environmental Services
Location	Whitley Depot
Job Evaluation Code	C6051D

#### About Coventry City Council

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:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Reporting to the leadership team, perform pest eradication within the city, adhering to regulations, safety, health, and quality standards. Provide Animal Welfare Services, ensuring protocol compliance and legislative enforcement.

#### Main Duties & Key Accountabilities

Performing the complete set of responsibilities related to pest control, including eradicating pests, conducting sewer baiting programmes, and surveying land for infestations.

Providing information to businesses and the public about pest control measures while ensuring the area remains pest-free under jurisdiction.

<p>Performing all tasks related to Animal Welfare, including inspecting pet and animal establishments and issuing fixed penalty notices for dog fouling incidents.</p> <p>Apprehending stray or dangerous dogs, arranging their kennelling and transportation, and providing relevant information to businesses and the public.</p> <p>Undertaking any additional responsibilities required to maintain the area under jurisdiction free from animal-related nuisances.</p>
<p>Managing a workload involving the investigation of alleged legislative breaches, gathering evidence, drafting legal notices, and preparing cases for court prosecution when required.</p>
<p>Identifying opportunities to promote services while generating income proactively.</p>
<p>Responding to telephone, e-mail, or letter requests, offering advice on pest control, safe eradication of pests, and animal nuisance or welfare concerns. Delivering presentations to diverse groups when required.</p>
<p>Performing administration and computer data entry tasks related to maintaining case files, collecting, processing, and documenting fees and charges for provided services.</p> <p>Ensuring accurate information is given to customers and verifying documentation correctness before treatments occur or dogs are returned to owners.</p>
<p>Providing advice, mentoring, practical training, and operational support to colleagues, students, and others as appropriate within the scope of the role.</p> <p>Acting independently when necessary, ensuring possession of suitable knowledge and experience to perform tasks effectively.</p> <p>Covering day-to-day operational and coordinating responsibilities of the Senior Pest Control and Animal Welfare Officer on occasion.</p>
<p>Taking responsibility for securing, controlling, monitoring, and maintaining stock levels of poisons and equipment in the allocated council vehicle.</p>
<p>Driving council vehicles, including potentially large vans, and occasionally towing equipment, in accordance with City Council Policy while performing daily routine vehicle maintenance.</p>
<p>Ensuring the application of quality standards and customer care systems consistently at all times.</p>

Key Relationships	
External:	RSPCA Police

	DEFRA Other Local Authorities
Internal:	Food Safety Team Health and Safety Section Street Enforcement Team

### 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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

Not applicable

## Person Specification

### Requirements

Knowledge	Knowledge of what constitutes a public health pest.
	Knowledge of dog behaviour.
	Good verbal and written communication skills in order to give talks/presentation and to write reports and letters.
Skills And Ability	Verbal communication skills to deal with a range of people including members of the public, customers and other Council departments.
	Ability to manage potentially violent behaviour with composure and a steady approach.
	Written skills in order to produce basic reports, letters and memos, etc.
	Organisational skills to organise and prioritise own workload.

	Able to work with minimum supervision.
	Able to carry out calculations in order to prepare quotes and bills.
	Able to travel to various sites throughout the city using a Council vehicle.
	Flexibility to be able to work outside normal office hours when required.
	Capable of travelling distances in various weather conditions and raising inspection chamber covers located on the road.
Experience	Experience of handling and working with dogs, Previous practical experience in pest control. Previous practical experience in pest control.
Qualification	Royal Society of Health Certificate in Pest Control or equivalent. Attend and gain certificate at the Dog Warden training course.
Special Requirements	The post holder will be required to work outside normal office hours.