Job Description
and
Person Specification

Job Description

Job Title	Pest Control and Dog Enforcement Officer
Grade	5
Service	Environmental Services.
Reports to	Pest Control & Dog Enforcement Manager
Location	Whitley Depot
Job Evaluation Code	

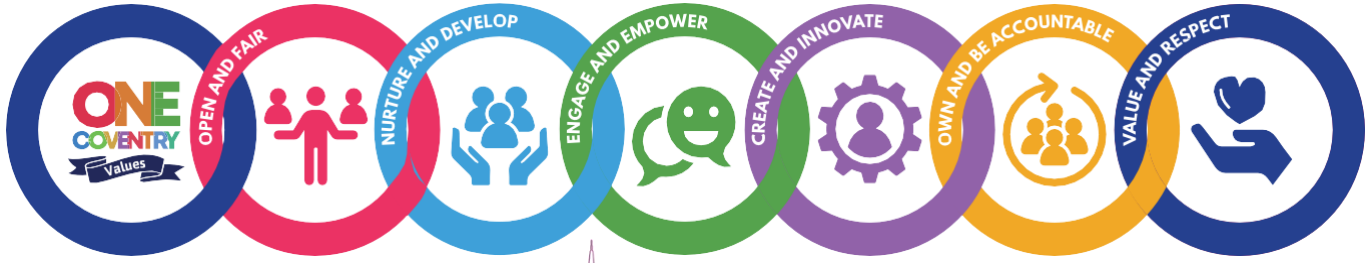
About Coventry City Council

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 / Output

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

- 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.

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

Main Duties & Key Accountabilities

Core Knowledge

1. Carry out the full range of duties associated with Pest Control, including the eradication of pests, sewer baiting programmes, surveys of land and 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. Carry out the full range of duties associated with Dog Enforcement, including the inspection of pet and animal establishments, the issuing of fixed penalty notices for dog fouling, the apprehension of stray and dangerous dogs, the kennelling and transportation of such animals, the provision of relevant information to businesses and the public and any other duties deemed necessary to keeping the area under our jurisdiction, free from animal nuisances.

3. Manage a case load of work, which will include the investigation of alleged breaches of relevant legislation, the collection of evidence, the preparation and serving of legal notices and where necessary produce cases for prosecution in the courts.

4. Proactively identify opportunities to promote our services and generate income.

5. In response to telephone, e-mail or letter requests, provide general advice to our customers on pest control issues, the safe eradication of pests and animal nuisance/welfare issues. This may also include presentations to various groups of people.

6. 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 or dogs returned to their owners.

7. To provide advice, mentoring, practical training and operational support to colleagues, students and other persons as appropriate, To act on your own initiative when needed, subject to possession of appropriate knowledge and experience.. Occasional cover the day-to-day operational and co-ordinating roles of the Senior Pest Control and Animal Welfare Officer.

8. To take responsibility for securing, controlling, monitoring and maintaining stock levels of poisons and equipment in the council vehicle allocated to you.

9. 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.

10. Ensures that our quality and customer care standards and systems are applied at all times.

11. All employees must comply with Coventry City Council's health and safety policy and in particular are 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
- To correctly use work items and anything provided in the interests of health, safety and welfare; conduct themselves at all times in an orderly manner and refrain from any horseplay
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.
- Carryout house and garden clearances in line with stewardship

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

Key relationships

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

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:

N/A

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Knowledge

- Knowledge of what constitutes a public health pest.
- Knowledge of dog behaviour.
- Health and Safety principles.
- Customer care principles.
- Good verbal and written communication skills in order to give talks/presentation and to write reports and letters.
- Equal opportunities issues and their relevance in the workplace.

Skills and Abilities

- Verbal communication skills to deal with a range of people including members of the public, customers and other Council departments.
- Ability to handle potentially violent and aggressive behaviour calmly and confidently.
- 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.
- Ability to work as part of a team.
- 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.
- Ability to understand and promote Coventry City Council's Equal Opportunities Policy.
- Able to walk distances in all weather conditions and lift inspection chamber covers in the road.
- Ability to carry out garden and house clearances

Experience

- Previous practical experience in pest control.
- Experience of handling and working with dogs.

Qualifications

- Royal Society of Health Certificate in Pest Control or equivalent.
- Attend and gain certificate at the Dog Warden training course

Special Requirements

- Completion of a recognised training course is essential to be able to competently undertake the duties and responsibilities of the post.
- The post holder will be required to work outside normal office hours.

- Must hold a full driving licence
- 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).

Date Created	January 2023	**Date Reviewed**	