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|  JOB ROLE PROFILE AND PERSON SPECIFICATION |

Post Title and Number: Pest Control Officer

Present Grade: Sc6 Dept: Commercial Waste – Pest Control

Service/Section/Team: Environment & Street Scene

Reports to : Senior Pest Control Officer

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| Purpose of the Role: |

This role is part of a specialised team providing expertise across the spectrum of the pest control services.

Survey, identify and eradicate pests within the Council Housing stock to maintain our Service Level Agreement and other Council clients (council owned buildings and land, temporary accommodation)

Identify, service and promote pest control contracts to maximise service income from contracts such as schools and businesses

Survey, identify and eradicate pests within domestic properties

Assist and advise the Senior Pest control Officer and the Public Health Officers to perform their duties

The promotion of the service with regards to best practice relating to waste management / pest control and income generation.

Responsible for the care, maintenance, and use of vehicles Including issue of equipment (Tools, total mobile device, phones, bin store keys and fobs)

To always maintain a courteous and efficient collection service to members of the public and to project a positive and professional image of Enfield Council.

This post will require holders to work, continuously, in all weather conditions. Where conditions are too severe to carry out normal duties staff may be used to carry out emergency gritting during their normal working hours.

To carry out duties in accordance with Council policies.

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| Supervisory responsibility: |

To support his/her line manager with supervisory responsibilities

To support with the induction of staff, including on the job training of colleagues

Assist with the undertaking and review of health and safety risk assessments and COSHH assessments for the pest control service.

To provide expert advice and assistance to senior pest control officer and other Council officers with regard to pest control matters.

To assist with the maintenance records of the inventory of materials and equipment held in store at the depot building.

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| Structure chart: |



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| Key Accountabilities: |

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| **Accountabilities** | **Percentage of Time (%)** |
| **Supervision**To support new members of staff , including temporary staff regarding the issuing and satisfactory completion of pre-determined workloads.To support on-the-job training and advice.To assist his/her line manager with supervisory responsibilities.To assist with the induction of staff, including on the job training of colleagues.Assist with the undertaking and review of health and safety risk assessments and COSHH assessments for the pest control service.To liaise with private pest control contractors to ensure a unified and uniform approach is adopted in relation to private and public block treatments. |    5% |
| **Health & Safety** Responsible for the care, maintenance, and use of vehicles Including issue of equipment (Tools, Bartec device, phones, bin store keys and fobs) This requires the post holder to undertake daily vehicle checks, to update and maintain records and to report any defects to the vehicle.The routine maintenance and cleaning of any equipment used during the performance of duties, including the cleaning and disinfection of the interior of the Council's or other vehicles provided.Be responsible for the storage, preparation, use, handling, and transportation of poisons under safe and secure conditions at all times, and in accordance with legal requirements and the manufacturers' recommendations. The ensure the safe and proper disposal of all mammals and birds killed in the course of the performance of pest control duties.In the event of an outbreak of rabies, to assist in the containment, capture, and destruction of stray or feral animals.Assist managers in carrying out Health and Safety Risk Assessments, COSHH assessments and other health and safety checks/audits. The postholder will predominately work alone peripatetically. However, at times will be required to act as second officer as required for visits requiring two officers in attendance (i.e. where a treatment requires two officers to undertake or there is a known risk of aggression known at the premises).**Training**To undertake any training as necessary and to contribute to the council’s personal development scheme.To attend all mandatory training. Attendance at recognised Pest Control training and refresher courses to obtain and maintain relevant qualifications to prove competency.To keep informed about developments and changes in pest control and related techniques and the law by attendance at courses, meetings and by reading technical articles.Complete internal courses as directed.**Public Communication/Liaison Customer and Client Care**To record events and report back to line manager, Operational support staff Assist with compiling management and statistical information and reports as required. Access, update and maintain relevant administrative and information management systems and databases for all visits and of pesticides used; using mobile working technology (e.g. Total Mobile) as required. Ensure document management and retention procedures are applied.To interrogate and use computer systems and Total Mobile to manage, organise and monitor a personal caseload ensuring targets are met, renegotiating targets/deadlines as conflicting demands necessitate. Generate standard and other correspondence as required.Effectively respond to performance / quality queries from performance monitors and supervisors to resolve within specified deadlines.Understand and be responsive to the needs of the customer, offering technical advice and guidance both written and verbal, and present a positive and professional image to the customer at all times, ensuring a high standard of customer service.Contact other internal/external parties as required, seeking, and providing specialist and procedural advice relevant to the service area. | 10%10% 10% |
| **Council Housing - Block Control and Other Council Buildings/Land**To undertake a programme of proactive surveys of Council Housing blocks (‘Block Control’) to identify, investigate the nature and extent of any pest infestation in individual flats, adjacent flats, common parts, or the whole block. Treat with pesticides to eradicate pests. The work includes regular assessment of baiting needs to meet changing requirements and liaison with the client. Make arrangements with tenants, housing officers and caretakers to gain entry into flats and other areas.To respond to reactive reports of isolated cases and wider infestations to identify and investigate the nature and extent of any pest infestation, and treat with pesticides to eradicate.To identify and provide technical advice of any proofing or other building works or measures needed to help prevent entry by pests, and to liaise with the client or refer for action to the relevant council service for action. To advise the client of any safety precautions needed and/or measures required to prevent infestation including specialist advice to third parties including statutory undertakers and other organisations as part of investigation and liaison with such bodies.To liaise with, and refer any pest control issues requiring enforcement to, the Environmental Protection Team (Regulatory Services). **Residential work**  Respond to service requests from Enfield Residents for all treatment for pest control.Ensure visits are completed in accordance with the diarised appointments.Exercise professional expertise for the upselling of any additional services (such as proofing) that the Council may offer.Take payments via mobile technology in line with ICT mobile solutions to meet customer expectations.**Contracts**To service contracts in accordance with the schedule of visits to provide a programme of proactive surveys of premises to identify pests and investigate the nature and extent of any pest infestation, and treat with pesticides to eradicate. The work includes regular assessment of baiting needs to meet changing requirements and liaison with clientsTo respond to reactive reports of isolated cases and wider infestations, to identify and investigate the nature and extent of any pest infestation, and treat with pesticides to eradicate.To identify and provide technical advice of any proofing or other building works or measures needed to help prevent entry by pests, and to liaise with the client for their action.To advise the client of any safety precautions needed and/or measures required to prevent the infestation including specialist advice to third parties including statutory undertakers and other organisations as part of investigation and liaison with such bodies.To promote the service and seek to increase the scope of the contract to increase and maximise income for the Council. | 60% |
| **General**Attend team meetings and other working groups, taking notes and producing written records if required and ensuring resultant actions are carried out within agreed timescales.To contribute positively to regular staff meetings to address service and staff issues.Undertake any other duties reasonably requested by management.Carry out all accountabilities in compliance with the Council’s Policies and Procedures | 5% |

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| Key Relationships (Internal and External): |

The post holder will deal directly with residents, client departments and other council officers regarding pests and other complaints in residential and council premises and the treatment thereof and as such will require a high degree of courtesy, tact, and the ability to remain calm under pressure.

The post holder will deal directly with the client regarding pests and other complaints in commercial premises and the treatment thereof and as such will require a general understanding of commercial realities and the extent of enforcement action within which the Council can operate.

Contact with Private pest control contractors.

Contact with statutory agencies as necessary (e.g. Police, Environment Agency).

Due to the nature of the work and the emotions that pest infestations give rise to, the postholder will have to deal with distressed, aggressive, and difficult clients in potentially high-risk situations (i.e. lone peripatetic workers)

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake.

2. Following safety rules and procedures.

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director, or Director of the Council.

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| Information Security: |

In order to protect the confidentiality, integrity, and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people, and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of, and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

**Job Title: Pest Control Officer Grade: Sc6**

**Department:** **Environment & Street Scene**  **Team: Commercial Waste - Pest Control**

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| **KNOWLEDGE, SKILLS & ABILITIES**  | **HOW TESTED**Application – ATest – TInterview – I  |
| **Skills and Competencies\*:**1. **Customer and Community Focus:**
* pro-actively work to build a customer focussed culture in the team
* take personal responsibility for customer service, and ensure that service is delivered in line with the corporate policies in a friendly and trustworthy manner, delivering what you promise
* honest and straightforward with customers and treat everyone, including colleagues, with fairness, empathy, patience, professionalism, and respect
1. **Communicate and influence**
* able to explain things clearly and precisely to others
1. **Upholding Standards:**
* act as a role model and promote the values of the organisation
* behave ethically, and act with integrity
1. **Build Relationships**
* interact well with people, showing commitment to working in partnership in your team and the wider council team, projecting enthusiasm
1. **Driving Success**
* deliver results and have a can-do approach
* are motivated and committed to improve performance and to make a real difference to delivery of services in Enfield
1. **Planning and Organising:**
* You meet targets and deadlines set of you and support the team in achieving theirs
* If remote working, you plan this effectively with the team and ensure communication is maintained and work outcomes are achieved
1. **Commercially Focused**
* Endeavours to generate new ideas to improve service delivery and generate income where possible
1. **Investigate Issues/develop expertise**
* seek to find solutions to problems by asking questions to establish the facts
* Investigate issues by evaluating information, quantifying issues, and applying practical solutions
 | **A/I****A/I****A/I****A/I****A/I****A/I****A/I****A/I** |
| **Experience and Knowledge\*****Essential:**1. Significant experience of working in pest control in a commercial operation or a local authority
2. Demonstrable knowledge and experience is required of the legal requirements and safe and appropriate use of pesticides for the humane destruction of pests.
3. A sound understanding of health and safety legislation.
 | **A****A****A** |
| **Qualification(s)\*****1.** Royal Society of Health Level 3 Advanced Diploma in Pest Management or earlier British Pest Control Association Part 2 Advanced Diploma or equivalent | **A** |
| **Other Special Requirements\***1. CRB checks as postholder will be undertaking treatments in schools
2. The post holder is regularly exposed to, and at risk from, biting insects, rodents and feral birds which can harbour and transmit disease organisms and cause infections. Vaccinations will be required.
3. Able to lift, carry, handle, and use articles and equipment encountered in pest control work, and sufficiently mobile to access restricted spaces (e.g. lofts, cellars) as required.
4. A council vehicle will be provided for the duties. A full clean driving licence is required for use of Council vehicles
 | **A/I****A/I****A/I****A** |

**\*If you want specific knowledge assessed to determine the suitability of a job applicant, or a specific qualification is required for the postholder to undertake the job role, or there is a special requirement that needs to be assessed, you must also include these requirements in the Job Specifics – Skills, Experience and Competencies section.**

**HR will use a competency assessment tool to ensure that individuals matched to jobs under the Redeployment process (or shortlisted & you choose to assess candidates using a competency assessment tool e.g. Facet 5 psychometric assessment) achieve the highest ratings for your ranked competencies. Those candidates that require development in some areas will be discussed with you.**