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| **Job Description** | |
| **Post title** | Pest Treatment Officer |
| **JE Reference No** | N6752 |
| **Grade** | 6 |
| **Service** | Neighbourhoods and Climate Change |
| **Service Area** | Environment – Neighbourhood Protection |
| **Reporting to** | Responsible to the Neighbourhood Protection Coordinator (Specialist  Services) |
| **Location** | You will be site based but your normal base location will be Meadowfield Depot, however you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to an Enhanced disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Work alongside:** Work with and across all Council service groupings but particularly staff working with Neighbourhood Wardens, Environmental Health & Consumer Protection, Allotments, Civic Pride and ASB.

**Responsive to:** Domestic and commercial clients, residents, Elected Members, Area Action Partnerships, and community groups.

To deliver a high quality, efficient and effective pest treatment service that is responsive to community need and continues to strengthen the Council’s reputation through the visible delivery of a clean, safe and attractive environment.

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| **Duties and responsibilities** |

* To undertake promotional and education-based activities aimed at removing harbourage for pests and reducing infestations (e.g. advising clients and landlords about business and household waste management practices, other housekeeping matters and proofing requirements, and referring relevant cases the Pest Treatment & Enforcement Officers, Neighbourhood Wardens, etc).
* To apply rodenticides, insecticides, pesticides and other control measures in domestic, commercial, industrial, recreational and agricultural premises ensuring that all such treatment is in accordance with all relevant legislation and good practice guidance including that covering health & safety, animal welfare and environmental protection / sustainability.
* To ensure all work is conducted in accordance with agreed safe working practices including ensuring that rodenticides, insecticides and pesticides are stored and used in accordance with the manufacture’s guidelines and the Council’s set down procedures in order to ensure the safety of staff, customers, non-target species and avoid contamination of the environment.
* To undertake activities aimed at promoting the Council’s domestic and commercial pest treatment services with a view to increasing our client base.
* To foster and maintain strong relationships with relevant partners in order to ensure the delivery of a holistic solution to pest problems (e.g. Environmental Health & Consumer Protection, Social Services, Housing Providers).
* To provide regular assessments, advice and reports to the Coordinator as required regarding performance and operations within the area.
* To assist the Neighbourhood Protection Manager in developing service plans, promoting the good work being undertaken by the Service, achieving relevant performance targets, delivering efficiencies in order to improve value for money, and developing policy and procedures.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, Section performance and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * 5 GCSEs including English or a relevant equivalent qualification (e.g. RSPH level 2 in pest control). * Formal training on the use of rodenticides and insecticides with a willingness to complete the RSPH level 2 qualification within 12 months. | * RSPH Level 2 or equivalent in pest control/pest management. * Evidence of continuing profressional development |
| Experience | * Experience of working in a public-facing role. * Experience of operating to safe working practices. | * Experience as a frontline pest treatment operative. * Experience of working with elected members. * Experience of working in a partnership environment to deliver outcomes. |
| Skills & Knowledge | * Good written and oral communication skills. * Basic ICT skills, for example Microsoft Word, Powerpoint, Excel, and email management. * The ability to identify and solve problems. * A good knowledge of pest treatment legislation and associated health and safety requirements. | * Knowledge of the wider Street Scene and Council services and issues including how they relate to the functions covered by this post. * Good knowledge of the local area. * The ability to take enforcement action. |
| Personal Qualities | * Self-motivated, proactive and enthusiastic. * Flexible and adaptable. * Team and results orientated outlook. * Customer focussed with a positive outlook. * Ability to communicate with tact, diplomacy and confidentiality. Ability to work well under pressure. * Ability to work in an un-supervised environment. * The ability to work to tight deadlines. * Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. |  |