

JOB DESCRIPTION

Post Title: Pest Control Officer		Director/Service/Sector Development & Regulatory Services - Public Protection / Public Safety		Office Use
Grade: (Sc 4/5) Indicative		Workplace: Various		JE ref: HRMS ref:
Responsible to: Senior Environmental Enforcement Officer		Date: May 2009	Manager Level	
Job Purpose: To assist in the delivery of the pest control service, carry out environmental enforcement and investigate drainage complaints				
Resources				
	Staff			
	Financial			
	Physical	Shared responsibility for the physical resources used by a team including vehicles, poisons and equipment. Keep adequate records of visits, treatments carried out other evidence		
	Clients	Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development of procedures for the service.		
Duties and key result areas:				
1 Undertake pest control treatments in residential and commercial premises, provide advice to customers and identify pests upon request. 2 Investigate complaints concerning accumulations of materials which may either be a statutory nuisance or be actionable under the Prevention of Damage by Pests Act. Collect. 3 To undertake enforcement activities including the service of statutory notices and fixed penalty notices 4 Investigate complaints concerning pest infestations, blocked/defective drainage. Collect, document and retain evidence as necessary. Draft letters and notices as required.. 5 To assist the Senior Environmental Enforcement Officer with the development of service delivery. 6 To assist the Senior Environmental Enforcement Officer with the development of pest control enforcement policies & procedures. 7 To undertake enforcement action and as necessary represent the Council in court proceedings and other formal settings. 8 To represent and promote the Public Protection Service on a day to day basis through engagement with the public and other stakeholders.				
The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.				
Transport requirements:		Frequent and regular travel to work sites, premises, area offices or training venues throughout the County.		
Working patterns:		Flexi-hours apply with some requirement to carry out treatments in early morning/late evening. Also some evening/night, early morning and weekend work occasionally at short notice.		
Working conditions:		Some outdoor work required in the open in all weathers when necessary		

PERSON SPECIFICATION

Post Title: Pest Control Officer		Director/Service/Sector: Development & Regulatory Services - Public Protection / Public Safety		Ref:
Essential		Desirable		Assess by
Qualifications and Knowledge				
A good standard of general education demonstrating numeracy and literacy. Knowledge of the main operational, procedural and practical issues relating to the provision of pest control/environmental enforcement services. An understanding of the key and public protection issues relating to the service. Sound knowledge of current laws, regulations, policies, procedures, and developments in pest control, environmental enforcement as well as drainage. Demonstrates an awareness and commitment to proactive customer care and services. Evidence of commitment to ongoing personal development.		Qualification in a relevant subject e.g. RSH or BPCA level 1 Experience in enforcement activities PACE training		(a)
Experience				
Experience of pest control, environmental enforcement and the design, operation and functionality of domestic drainage systems.		ECDL Experience in working collaboratively with service users and other regulators		(a) (i)
Skills and competencies				
Numerate and able to prepare business related statistics. Negotiation skills and able to persuade others to an alternative point of view. Effective IT skills. Ability to contribute to and propose effective strategies in pursuit of agreed goals and to make clear, informed and appropriate decisions. Models and encourages high standards of honesty, integrity, openness, and respect for others. Able to apply own initiative to overcome day-to-day operational problems applying a methodical approach to problem solving.		Skilled in the use of Microsoft Office, and other relevant software packages Developed networking, partnership and negotiating skills		(i) (a)
Physical, mental and emotional demands				
Works for periods of time from a seated position both at a desk using a PC and whilst driving. In good physical health able to carry out inspections involving some physical challenge when necessary. Work requires walking and operating from a standing position when required to w carrying out inspections and surveys both within buildings and in the open air. Working in awkward and unpleasant environments both indoors and in the open air. Need to maintain general awareness with periods of enhanced concentration.				(t) (p)

Ability to work under pressure and recognise stress in self and others. Frequent contact with public/members/partners in day to day work Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training. Visual attention and mental concentration for extended periods daily when; for example, reading requests for service; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines and unexpected reactive work, Emotional demands in frequently dealing with individuals in connection with pest control or other relevant matters who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions. Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute. Emotional demands frequently dealing with aggressive, angry or upset persons in connection with enforcement activities, or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or disturbed.	
Other A corporate orientation and a commitment to tackling issues in a non-departmental manner Personality, conduct and credibility that engages and commands the confidence of Elected Members, senior managers, staff, the public external partners and other stakeholders. Able to play a role in the development of the Environmental Enforcement Services within the new authority and to assist in developing new methods of working to provide the most efficient and appropriate service possible. Full driving licence Able to undertake evening/night, early morning and/or weekend work	(q) (i) (a)

Occasionally at short notice.	
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits