 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Adults and Health		Service Area: Environmental Health / Animal Welfare
JOB TITLE: Animal Welfare Officer		
GRADE: I		
REPORTING TO: Environmental Health Team Manager		
1.	JOB SUMMARY: To be responsible to the Environmental Health Team Manager for the provision of effective and efficient Animal Welfare Service in accordance with Council policy including all duties and responsibilities listed in section 2 – Main Responsibilities and Requirements.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To investigate all concerns and complaints reported regarding the welfare for a companion animal(s). During the inspection assess and evaluate both the animal(s) and its environment to ensure compliance with the Animal Welfare Act 2006 five freedoms and take appropriate action to safeguard the animals' welfare. To educate and offer advice to owners and carers of animals which seeks to improve or maintain the welfare of the animals(s) and prevent and alleviate suffering. Where a breach of legislation has become apparent during investigation, compile a case file in line with PACE (Police and Criminal Evidence Act) and any other required legal process.
	2	To investigate complaints of breach of bye laws or statute laws regarding animals, and complaints of anti-social behaviour involving animals, concluding with the appropriate action, which may be prosecution.
	3	Appear in Court, at Public Enquiries and tribunals on the Council's behalf. Assist in the preparation of cases by providing inspection and action records and written reports as required. To seek prosecution where necessary and prepare all relevant paperwork as required by the Council's Legal Department. To prepare written reports and witness statements as necessary and advise members of the public regarding any witness statements, they may need to make
	4	To understand, have a working knowledge and where necessary investigate incidents that involve incidents of dogs out of control. Identify and report potential Section 1 dogs to Cleveland Police DLO for assessment. Work with and take the lead with colleagues from Cleveland Police in dealing with dangerous dog incidents.
	5	Promote public awareness on the proper control of dogs and responsible animal ownership. Provide advice to owners and work with various stakeholders to offer assistance and guidance when required. Give organised talks and demonstrations on the ownership of dogs and other animals and the problems caused by irresponsible ownership
	6.	Provide advice to members of the public on animal welfare issues and responsible animal ownership. To work with other animal stakeholders to offer assistance and guidance when required
	7.	Ensure vehicles, plant, equipment and other materials, are stored, managed and used appropriately in accordance with procedures and any defects reported as necessary

	8.	Deal with all stray dogs that are found by the public, brought to the authorities 24/7 reception point and any dogs straying loose within Stockton on Tees. Scan all found dogs for a microchip and trace where possible the registered keeper and complete all the necessary paperwork. Contact the owner of the stray dog (if known) and arrange for the safe re-unification of their dog.
	9	Be responsible for the wellbeing, safety and good health of all animals that are temporarily or permanently in the care of the Animal Welfare Service, this will include the provision of suitable food, water, bedding, exercise, veterinary care and sleeping considerations, ensuring the safety and welfare of any animal that is placed into any of the services holding kennels. and maintain the yard, stores, garages and animal holding facilities in a clean and safe condition
	10	Organise for any unclaimed / unwanted stray dogs to be fully assessed with our nominated stakeholder with regards to their suitability for rehoming and arrange the suitable transfer of the dog. Arrange the suitable humane euthanasia of any dogs that fail the assessment and thus the decision of the qualified behaviourist.
	11	Organise and assist in the services free hand over service of any companion animal from the initial assessment thought to the temporary care and organisation of rehoming to a future suitable new owner
	12	Organise and assist in the running of the services cattery unit with regards to the care and rehoming of unwanted / found cats within the borough. Be responsible for the wellbeing, safety and good health of all the cats that are temporarily or permanently in the care of the Animal Welfare Service, working with stakeholders to neuter, microchip and rehome cats to suitable new homes
	13	To assist in the enforcement of compulsory micro chipping under The Micro chipping of dogs (England) Regulations 2015. To microchip animals for local residents when requested and to organise and carry out micro chipping and responsible dog ownership community events in the borough working with recognised stakeholders
	14	Comply with all working procedures, safe working practices, health and safety procedures, regulations and codes of practice ensuring that the appropriate safety equipment is worn whilst undertaking duties. To be conversant with the risks associated with aggressive and dangerous animals and to be aware of and familiar with the proper use of protective clothing and equipment.
	15	To participate in the on-call duty rota (evenings, weekend and bank holidays) to deal with stray dogs if required (additional allowances payable). To work weekends on a rota basis every 4 weeks and be flexible to work outside normal office hours due to the nature and role of the job.
	16	To work flexibly in undertaking these duties and responsibilities and participate as required in multi-disciplinary cross-department teams, including working, and supporting colleagues and assisting in the transport of animals, materials, and equipment,
	17	To provide expert advice and assistance to officers in other sections of the Council on all animal health and welfare and dog-related matters and associated legislation
	20	Instigation and implementation, of specific projects designed to enhance the Unit's effectiveness in meeting statutory obligations and achieving key objectives.
	21	Provision of advice and support with regard to Animal Welfare issues in emergency situations as detailed in the Council's Major Incident Plan, including the Rabies Contingency Plan.
	22	Conduct or arrange the provision training for all team members providing support to this role on all aspects of kennel management, safety around dogs and safe handling/restraint of dogs.
	23	Participate in periodic refresher training and attend training courses as required to enhance, refresh and learn new skills and knowledge. Attend dog training and dog law/animal welfare legislation seminars keeping continuously up to date with all relevant legislation affecting the functions of the service.
	24	Arrange and attend meetings when directed and speak for and on behalf of the Animal Welfare Service and promoting the good service that we provide

	25	Seek to improve the working practices of the service and put forward ideas for service improvement and development
	26	To undertake relevant administrative duties, maintaining records accurately and in the required form, including the entry of data onto computer systems as appropriate, keeping accurate records of work undertaken, materials and equipment used, mileage, timekeeping and record sheets and providing computer generated correspondence and reports. Maintain the stray dog register and records of notices issued to owners. Record and maintain reports of dog incidents and investigations.
	27	Maintain the animal welfare offices, stores, garages and animal holding facilities (kennels and cattery) in a clean and safe condition

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Stephen Donaghy		11/05/22
Job Description agreed by: (Post holder)

PERSON SPECIFICATION

Job Title/Grade	Animal Welfare Officer / Grade I	
Directorate / Service Area	Adults and Health / Environmental Health	
Post Ref:		


	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Animal Welfare Officer Level 3 Diploma (as required by the Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018); or Animal Welfare / Care Diploma Course: or Other animal related diploma / degree qualification: or Extensive experience commensurate with working in a similar job role 		Application form
Experience	<ul style="list-style-type: none"> Experience of the working with animals. Experience of taking enforcement action. 	<ul style="list-style-type: none"> Recognised enforcement background / dealing with public Or recognised role experience e.g. RSPCA inspector / Vet Nurse / 	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none">• Working knowledge of the operation of the Environmental Health function.• Up to date understanding of current issues regarding Animal Welfare.• An affinity with and skills in handling animals• Ability to contribute to the design, implementation and development of systems and procedures• Ability to communicate with the public and other officers.• Ability to work with limited supervision and manage workloads• Organisational skills to prioritise and manage workload.• Well-developed verbal and written communication skills, with the public, team colleagues and other Council services.• Well-developed computer skills with proficiency of Microsoft Office packages including Word, Excel, Access, Outlook etc.• Up-to-date understanding of electronic premises databases, particularly Flare• Ability to handle and input data and help generate reports• Ability to contribute to the design, implementation and development of systems and procedures.• Customer service skills, including handling complaints		
--------------------	--	--	--

	<ul style="list-style-type: none">• Excellent organisation and time management skills and ability to produce work of high quality to tight timescales.• Good interpersonal skills with all disciplines and levels of staff and strong customer focus.		
--	--	--	--

Specific behaviours relevant to the post	<ul style="list-style-type: none">• Demonstrate the Council's Behaviours which underpin the Culture Statement.• Ability to work within and across teams as well as the ability to prioritise own workload and work on own initiative.• Good interpersonal skills with all disciplines and levels of staff and strong customer focus.• Willingness to participate and contribute to training required for the post• To have a flexible attitude personally and encourage in others, across all areas of the workplace.• Ensure a customer centred focus at all times in all situations to deliver excellent outcomes for all stakeholders including SBC staff.		Application / Interview
Other requirements	Current Valid Driving License		

Person Specification dated: May 2022

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults & Health	SERVICE AREA: Environmental Health
JOB TITLE: Animal Welfare Officer	
GRADE: J	
REPORTING TO:	

The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	Yes
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	Yes
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	Yes - animals
May be exposed to lead or lead based products	No
Will handle food	Yes - animal
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail Working with animals	Yes
No known risks associated with this role	No

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Mark Berry

Date: 17/6/2022