

Pest Control Officer

Salary Range: £36,155 - £38,492

Grade: Level 2 Zone 2

Location: 5 Pancras Square

Reports to: Jason L Smith - Pest Control Team
Leader



About the role

Delivering the Council's duties under the Public Health Act 1936 and the Prevention of Damage by Pests Act 1949 and any other requirements, you will act as a lead point of expertise on pest mitigation on behalf of the Service/Council. You will deliver the effective control of rodents, insects and other pests in a safe and responsible manner. This will involve work with other services in developing and delivering work programmes and projects to resolve specific pest and drainage issues that improve the team's response to pests and their impact on the community. You will be required to keep abreast of relevant existing, new and draft legislation, advice, regulations, training updates, changes and other developments relevant to delivering the Council's Pest Control Service. Where needed you will recommend potential enforcement issues with relevant services. You will also be responsible for providing advice and assistance to the public, businesses and other customers and will be required to protect the Council's financial interests in all aspects of financial transactions in relation to the role.

The role has a strong focus on customer service and developing and maintaining a vision for quality and continuous service delivery improvements to strive for and maintain a safe environment that is free from pest infestation so that Camden's citizens can live healthy and fulfilling lives.

About you

Experience

- Essential: hold a professional qualification in pest control such as Royal Society for Public Health Level 2 Certificate in Pest Management, British Pest Control Association Level 2 in Pest Management, or equivalent.
- Essential: valid and full UK driving licence with no major convictions.
- Desirable: 2 years residential pest control experience.

You have

- Have a good knowledge/understanding of the legislative framework relevant to pests and drainage issues and experience in its application to casework. in order to:
 - Identify and secure innovative interventions in the investigation of service requests and other enquiries.
 - Assist in the preparation and writing of clear reports, specifications and other documentation relevant to legislation and service of notices.
 - Effectively monitor the progress of works/actions required by informal/formal action.
 - Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
 - Attend court, prepare and give evidence as required; and participate in PACE interviews.
- To have good observational and investigation skills (including identification of insects and other pests); and the ability to carry out inspections relevant to the work area, at times outside normal core working hours.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to pest control issues.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Demonstrate good customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
- Demonstrate an awareness of politically sensitive issues.
- Experience of dealing with the public, face to face and ability to defuse confrontational situations.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Ability to identify service improvements.
- Understand importance of accurate data entry in relation to updating management information systems and the consequential impact on business intelligence for the service.

The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate

The things you'll achieve

- Predominately based in the community undertaking site visits and inspections to provide pest control treatments, with a need to complete some office-based work and attendance at external meetings. The post will be required to attend evening meetings or other out of hours events on occasion for which reasonable notice will usually be given.
- The post holder will be expected to work independently and with minimal supervision and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

Other important stuff...

Work environment

You will work from our main office 5PS, in Kings Cross. The majority of your working day will be spent off site conducting your daily visits/inspections. You will be allocated time each morning at the start of your day to completed the reporting process.

Who you will be working with

You'll be joining an experienced team of Pest Control officers and reporting to Jason, the service Team Leader at the London Borough of Camden

The application process

Our usual interview process will be competency based, which is where we'll ask you to talk about a scenario so we can understand whether you have the right skills to take the position on. Make sure you tell us what the situation was, as well as the action that you took. And what happened as a result. Only have one round of interviews

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

