

Job Profile Information: Pest Control Officer

This supplementary information for Pest Control Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 2 Zone 2 and Camden Way Category 2

Role Purpose:

To identify pests, deliver pest control treatments, carry out drainage inspections and provide appropriate information, advice and guidance to customers in response to service requests.

The post holder will be self-motivated and committed to driving service improvement ensuring the delivery of an effective, high quality service.

To make recommendations to improve service delivery and systems to address the changing demands of pest control work.

Example outcomes or objectives that this role will deliver:

- Discharging the Council's Duties under the Public Health Act 1936 and the Prevention of Damage by Pests Act 1949, by providing the effective control of rodents, insects and other pests in a safe and responsible manner.
- To work with other services in developing work programmes to resolve specific pest and drainage issues.
- To raise potential enforcement issues with relevant services.
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service.
- To act as lead point of expertise on pest mitigation on behalf of the Service/Council.
- 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.
- To assist in the delivery of projects that improve the team's response to pests and their impact on the community.
- Provide advice and assistance to the public, businesses and other customers.
- Protect the Council's financial interests in all aspects of financial transactions the post holder is involved with.
- Any other duties as required.

People Management Responsibilities:

There are no formal management responsibilities for this role.

Relationships:

Reports to the Business and Consumer Services Manager who manages the Pest Control Officers including recruitment, performance, annual leave and sickness.

The Senior Pest Control Officer will supervise Pest Control Officers in relation to work areas including but not limited to work allocation, learning and development and performance monitoring.

To be effective in the engagement and communication with key stakeholders, including but not restricted to:

- Residents and businesses
- Cabinet members and ward councillors
- Directorates and services across the Council; particularly Contact Camden, Housing Management and Repairs
- Government agencies including Health and Safety Executive, Public Health England, Food Standards Agency, Trading Standards Institute and Environment Agency
- Local community groups
- Work collaboratively with staff in other teams

Work Environment:

- 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.

Technical Knowledge and 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.
- 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.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure