

Designation:	Pest Control Officer (inc' Trainee)
Grade:	Stroud 3 to Stroud 4
Hours:	
Location:	Council Offices, Ebley Mill, Stroud, GL5 4UB
Job Purpose:	To assist in the delivery of the pest control service
Responsible to:	Senior Pest Control Officer/Commercial Services Manager
Responsible for:	Some supervisory responsibility for temporarily assigned or shared employees including on the job training or the allocation and checking of work for accuracy

KEY DUTIES

Stroud 3: Trainee Pest Control Officer

- To work towards achieving the competencies, qualifications and practical skills required to undertake professional pest control services.
- To participate in professional development programmes and competency assessments deemed appropriate by the Commercial Services manager.
- To accompany and assist the Senior Pest Control Officer in delivering the Council's pest control services.
- After an initial period of familiarisation, to carry out unaccompanied revisits to domestic and commercial clients, check bait stations and carry out basic pest control treatments under the remote supervision of the Senior Pest Control Officer.
- To keep accurate records of all work; provide customers and clients with appropriate information about the pest control treatment and complete any documentation required for third party accreditation purposes. Update the Council's database management system (e.g. UNIFORM) as required.
- To keep equipment, vehicles and storage areas in a clean, presentable and serviceable condition.
- Undertake any other duties as may be reasonably required including work outside normal working hours in emergency situations, or by prior arrangement as appropriate.

Note: Progression to the next grade will be on completion of a structured, practical training program and demonstration of the necessary competencies required to perform the duties of a Pest Control Officer listed below to the satisfaction of the Commercial Services Manager.

Stroud 4: Pest Control Officer

- To carry out all pest control duties on a day to day basis as directed by the Senior Pest Control Officer or Commercial Services Manager, including giving specialist advice in relation to pest control matters.
- To manage allocated pest control contracts and carryout an annual review of those contracts with the SPCO.
- To keep accurate records of all work; provide customers and clients with appropriate information about the pest control treatment and complete any documentation required for third party accreditation purposes. Update the Council's database management system (e.g..UNIFORM) as required.
- Maintain a detailed knowledge of the pest control field and ensure uniformity of the correct standards when implementing daily tasks. Participate in training as required.
- Assist Environmental Health Officers in preparing evidence for statutory action and contribute to the negotiation of prices for commercial contracts, including the inspection of sites and costing of treatments.
- Identify specimens presented by the public and advise on methods of treatment to prevent the harbourage of pests.
- To keep equipment, vehicles and storage areas in a clean, presentable and serviceable condition.
- Undertake any other duties as may be reasonably required including work outside normal working hours in emergency situations, or by prior arrangement as appropriate.

SKILLS AND KNOWLEDGE

Stroud 3: Trainee Pest Control Officer

- Working towards suitable and appropriate recognised qualifications and competencies that satisfy the authorisation requirements of the Council and relevant legislation.
- Good communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload

Stroud 4: Pest Control Officer

- Possess and maintain suitable and appropriate recognised qualifications and competencies that satisfy the authorisation requirements of the Council and relevant legislation.
- Good communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with the public
- IT Literate
- Ability to manage own time and workload
- Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- To use initiative to solve problems and find solutions to pest related problems.
- To identify specimens of insect pests and suggest appropriate treatment methods.
- Responds to queries and complaints
- Work requires the exercise of creativity within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Members of the Council
- Members and staff of other local authorities and partner agencies
- Suppliers and contractors
- Members of the public
- Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

- Responsible for the proper use and safekeeping of a vehicle provided by the Council plus safe handling of toxic/hazardous pest control equipment and materials.

TRAVEL DESIGNATION

Car required, allowance paid at HMRC rate.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.

- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.