

<b>Post Title:</b>	Pest Control Officer inc' Trainee
<b>Grade:</b>	Stroud 3 (Trainee) rising to Stroud 4 (qualified officer)
<b>Responsible to:</b>	Senior PCO/Commercial Services Manager
<b>Service Area:</b>	Commercial Services
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

#### Stroud 3 and 4

- Educated to GCSE Level or equivalent (including Maths and English to Grade C or above or equivalent)

#### Stroud 4

- RSPH Level 2 Award in Pest Management (or an equivalent qualification).
- A registered member of the BASIS Prompt Pest Controller's Register

### EXPERIENCE

#### Stroud 3 and 4

- Experience of working within a team and in an environment requiring interaction with the public.

#### Stroud 4

- Experience of carrying out pest control surveys and developing a pest control treatment programme in a variety of domestic and commercial settings.

### SKILLS & KNOWLEDGE

#### Stroud 3 and 4

- Ability to follow instructions and procedures and keep accurate records.
- Ability to use IT including competency at using MS word and excel and database management systems (such as UNIFORM).

#### Stroud 4

- Able to demonstrate the necessary knowledge and skills for the safe handling, transport and application of pesticides and the effective delivery of a pest control treatment programme.
- Awareness of pesticide labelling and requirements of COSHH regulations.
- Awareness of environmental stewardship requirements (CRRU) in the use of anti-coagulant rodenticides.

### PERSONAL ATTRIBUTES

- Committed to undertaking further training to develop appropriate skills and knowledge.
- Self-motivated and willing to use own initiative.
- Committed to providing excellent customer service.
- Good time keeping/reliable.
- Adaptable and flexible approach to work.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Full UK driving licence

## DESIRABLE CRITERIA

### QUALIFICATIONS

- RSPH Level 2 Award in the Safe Use of Rodenticides

### EXPERIENCE

- Experience of working in Local Government

### SKILLS & KNOWLEDGE

- Evidence of good practical knowledge in the pest control field.

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, inline with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

### 7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.