

Job Description

Job Title	Senior Pest Control Officer
Directorate	Neighbourhoods and Housing
Service Area	Licensing and Protection (Pest Control)
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Victoria House
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A5965

Job Purpose

Identification and treatment of pests in commercial and domestic premises. To deputise for commercial quotes and ordering of materials in the absence of the Business Manager.

Directly Responsible For:

Not applicable

Directly Responsible To:

Business Manager Pest Control and Animal Warden Service

Main Areas of Responsibility:

- Assist the Business Manager in planning, designing and implementing programmed pest control and other associated support functions. This will include helping to organise the base-lining areas, collating and presenting data, identifying problems and devising suitable treatment and supporting actions
- Provide direct input into the identification of area 'hot spot' infestations to help plan intervention programmes. Actively seek and identify area or neighbourhood infestations, assess the extent of infestations and help in the design and delivery of effective treatments. This will include mapping and timing actions, the preparation and laying of pesticides on site, i.e. baits, poisons, traps, ensure disposal of vermin and any repeat or follow-up treatment. It will also involve helping to organise and carry out area based before and after surveys as and when required and the keeping of appropriate records
- In the absence of the Business Manager oversee the provision of poisons, bait and equipment such as feral cat traps, pigeon traps, etc. This will include the ordering, mixing and use of poisons and baits, and ensuring these are used correctly and safely by staff in the team. Ensure proper Health and Safety precautions are followed and proper cleanliness, storage, stock rotation, etc., is carried out in the store room. Monitor and control all poisons within the stores and restrict access to specifically authorised personnel
- Assist the Business Manager to devise and carry out new forms of pest control treatment, rodent proofing or other pest control measures on an area or neighbourhood wide basis

- In the absence of the Business Manager, and in liaison with the Commercial Manager, provide quotations and order materials for commercial work
- Advise the public on pest control, including effective pest control and prevention measures, proofing of premises, and participate when required in health awareness, education and promotion initiatives related to the Environmental Health Service
- In the absence of the Business Manager organise, cost and arrange the treatment of vacant private premises including the removal of controlled waste, fly-tipping and other waste from outside the property. Report any circumstances requiring follow up enforcement work by others as appropriate
- In the absence of the Business Manager organise drain testing activities with equipment such as smoke generators, and CCTV, to detect rodent infestation routes and if reasonably practicable the clearance of defective and stopped up drains, pipes and private sewers in relation to pest control issues. To advise those requesting the service of deficiencies and to submit reports as and when required. This support may also be required as directed to deal with any planned programme of area based renewal or clearance, to provide reports on the condition of underground drains and sewers
- Help to organise and then supervise the investigation of complaints and enquiries involving dogs, feral cats, pigeons or any other animals causing statutory nuisances, and assisting authorised officers in taking action in accordance with relevant statutory provisions
- Assist in organising the monitoring public places for breaches in legislation relating to pests; in particular those provisions relating to dog fouling and the Prevention of Damage by Pests Act,. To take appropriate steps including the collection of information, e.g. the use of cameras and assisting with enforcement or legal proceedings (i.e. Issuing statutory Notices, Fixed Penalty Notices, prosecutions)

- If the need arises assist in Rabies, or Avian Flu, etc, contingency planning and in the event of an outbreak or other emergency, to undertake such duties in accordance with instructions given by the appropriate Manager
 - Undertake such other work as may be required. This will require flexible working practices and may include carrying out work in default on Statutory Notices, and joint working with other Council Departments and external partner agencies
 - Assist with the preparation and implementation of any other relevant work associated with the duties of the Service
 - Assist the Business Manager to ensure all equipment, tools, protective clothing, etc., provided is inspected regularly and properly maintained in good working order so far as is practicable and to report any defects or the need for replacement
 - Assist the Business Manager to ensure all vehicles used by the pest control team are clean (internally and externally), are checked daily before use, and are prepared, loaded and carry all necessary equipment and materials. Supervise the use of pest control vehicles, ensuring that they are used in accordance with the Vehicle Code. Ensure all vehicle use documentation is kept up to date
 - To ensure that all appropriate records required and associated with the duties of a Pest Control and Enforcement Officer, are maintained and kept
 - To respond to emergency service requests the same day (if possible) or at least within 24 hours if the next day is not a working day, including bank holidays (but excluding Christmas and New Year)
 - To operate under the contractual overtime system of 14 hours plain time contractual overtime annually, under the directions of a line manager, and with appropriate notice given
- In the absence of the Business Manager provide line management support and a point of contact for the Pest Control Officers which includes deputising in respect of Oracle reports and similar reporting procedures

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Lifting and carrying of heavy equipment
- Digging
- Viewing monitors / screens for extended periods
- Driving regularly

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Royal Society of Health Certificate in Pest Control, BPCA Diploma or NVQ (A)
- Full Driving Licence (A)

Experience

Essential

- Experience in the full range of pest control duties (A,I)
- Experience of delivering on commercial pest control contracts (A,I)
- Experience of providing commercial pest control in food / commercial sectors (A,I)

Desirable

- Experience in working with the public
- Experience of working on own initiative and as part of a team
- Experience of working with other agencies

Skills/Abilities

Essential

- Numeracy skills for the calculation of pesticide / insecticide preparations (A,I)
- Ability to communicate accurately and concisely in written and oral formats (A,I)
- Ability to carry out potentially physically demanding tasks such as the lifting and carrying of heavy equipment and digging (A,I)
- Ability to work at height and in confined spaces (A,I)

Desirable

- Awareness of Health and Safety legislation
- Ability to work on own initiative and without supervision and prioritise own workload and that of trainee pest control officers
- Ability to mentor student EHOs
- Ability to provide a confidential and sensitive approach to the work involved
- Good inter-personal and customer care skills in both domestic and commercial sectors
- Ability to use IT based systems for records and communications

Commitment

Essential

- Commitment to undergo specific training, including enforcement procedures and practices (A,I)
- Willingness to work outside normal operational hours as necessary (A,I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council