

Role Profile

Job Title:	Pest Control Officer
Location:	Colindale/Hybrid
Department:	Environmental Health - Consumer and Public Protection
Directorate:	Assurance
Grade:	Grade G
Salary Range:	£37,794 - £41,511
Reports to:	Senior Pest Control Officer

1. Job Purpose:

To provide technical professional pest control services with the overall aim of protecting and improving the health and wellbeing of every resident, worker, and visitor within the Borough. The post holders will operate flexibly to accommodate changes in priorities and provide support to other staff as required in fulfilling their functions.

To deliver high quality customer focused pest control services and provide practical ancillary support in connection with pest control. The service is aimed at residents and a variety of businesses in the borough and in neighbouring areas and ensuring that the Council discharges their discretionary obligations.

2. Key accountabilities:

- Undertake practical inspections and assessments relating to pests, carry out treatments and baiting/monitoring programs, provide advice to customers including identification of pests, and all other activities associated with the work of the service which includes rodent and insect control in council, residential and commercial premises including food businesses.
- Complete prompt written records on inspections, infestations and treatments, enter basic records on the relevant database and produce customer treatment/contract reports as necessary.

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- Liaise where necessary with Consumer and Public Protection colleagues, other departments and agencies and to provide expert advice/guidance to management relating to pest control.
- Receive payments from customers, issue receipts and submit monies and related documentation to customer services colleagues.
- Be responsible for housekeeping and appropriate, safe use of vehicles, equipment, stock and poisonous materials allocated to the pest control service.

Comply with relevant duties under the Health and Safety at Work Act 1974 and any other associated legislation and relevant corporate policies and procedures.

- Be familiar with current best practice, developments and legislation in relation to pest control and to ensure that this knowledge is kept up to date.
- Take part in any allocated basic marketing role and seek and, depending on experience, develop commercial opportunities including contracts with new customers with the Team Leader.
- Depending on experience, to visit premises to survey and give quotations for pest control contract treatments as necessary.
- Work flexibly to accommodate customer needs outside the normal working day, potentially at weekends and in the evenings for which time off or overtime will be awarded.

Your skills will include:

- Ability to work without direct supervision whilst on the job and to work under seasonal pressure.
- Willing to work in conditions which some may find unpleasant (e.g. confined or dirty environments, at heights, dead rodents, animals).
- Basic knowledge of rodents, insects and their control.
- Practical understanding of health and safety duty compliance.
- Willingness to work overtime.
- Able to lift equipment and materials, climb ladders and work in confined spaces.
- Ability to maintain accurate records and process payments.
- Ability to deal with difficult clients.
- Undertake pest control treatments in accordance within standard operating procedures and policies and legislation.

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- Ensure the Service Manager / Team Leader is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- To contribute to the formulation of best practice and assist in the drafting of technical procedures and recommending service improvements falling within their area of work.
- Properly handling evidence, records and data to ensure that confidentiality, continuity, evidence integrity, data quality, data protection and requirements for team intel are observed.
- Minimising any adverse impact on businesses, consumers, residents or others who might be affected by any enforcement or regulatory action taken.

To be involved, as appropriate in the event of emergency situations occurring within Barnet.

- Support and offer technical advice in a specialist area of work to other officers, students, staff or contractors as directed.
- Undertake health education and health promotion in relation to the relevant work areas as directed.
- Assist with practical training of students, apprentices and other staff as required from time to time in the relevant work area as directed.
- Ensure the Head of Service / Service Manager / Team Leader is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or highly complex nature.
- Liaise with officers within council services, outside organisations, companies and individuals in order to deliver an effective service.
- Keep up-to-date with changes in legislation, policies, attitudes and techniques relevant to their service groups.
- Assist at meetings, working parties, public meetings, exhibitions or demonstrations
- Carry out specialist duties as requested and in accordance with experience and training.
- To wear appropriate Council Uniform whilst performing duties and recognised as employees of Barnet.
- Carry out other duties as required by your line manager in accordance with the grading of the post.

3. Financial Responsibilities:

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- No Direct budget responsibility.

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy, associated arrangements for managing, and implement the manager's responsibilities set out therein.
- Complete mandatory health and safety training.
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns.

Include health and safety in regular management team meetings.

- Lead by example, monitor and enforce health and safety compliance of staff.
- Wear/use personal protective equipment where issued and instructed and appropriate to do so, including lone working devices, stab vests and body worn video when conducting visits.
- Report any accident/incidents/hazards/near misses to the corporate Health and Safety team and line manager.

5. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed and the postholder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

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- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

Person Specification

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Accredited Level 2 Diploma/Certificate in Pest Management or equivalent e.g. through the Royal Society for Public Health or BPCA	Essential	Application
Experience & Knowledge		
Existing technical knowledge of Pest Control legislation and or the ability to develop technical knowledge in a specific area.	Essential	Application/Interview
Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues	Essential	Application/Interview
Skill & Ability		
Competent user of Microsoft Office specifically Word, Excel, PowerPoint, and Outlook.	Essential	Application/Interview
Ability to accurately record data using specialist data management systems	Essential	Application/Interview

Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.	Essential	Application/Interview
Adaptable, has as a flexible attitude and can adjust to change in tasks at short notice.	Essential	Application/Interview
UK Driving license	Essential	Application/Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Application/Interview

The ability to provide accurate, comprehensive and efficient technical support	Desirable	Application/Interview
Ability to plan and prioritise workloads with a minimum of supervision and achieve regular and consistent outputs and performance targets	Essential	Application/Interview

Values & Behaviours

Caring

Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application/Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview

Learning to Improve

Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview

Inclusive

Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Desirable	Application/Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview