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| **Post title:** | Pest Control Officer |
| **Grade:** | Grade H |
| **Responsible to:** | Pest Control Manager / Senior Pest Control Officer |
| **Staff managed:** | None |
| **Directorate:** | Environment |
| **Service:** | Regulatory Services |
| **Job family:** | **P&T - Professional & Technical** |
| **Date of issue:** | May 2024 |

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| Job context |
| * The Pest Control Team is a commercial service offered by the Council focusing on troubleshooting pest-related issues for all business and domestic properties in North Yorkshire. * The role will be van based and involve inspections and treatments for both commercial and residential properties, site surveys, and offering guidance to customers. Problem-solving and risk reduction are central to the areas of work. * The postholder works under the general direction of the Pest Control Manager / Senior Pest Control Officer * The postholder will work collaboratively with internal colleagues and business partners to provide an effective solution to pest related issues. * The postholder will provide excellent customer service, meeting customer expectations, * The postholder will be committed to professional development, working for a Council that prioritises training and development, and values individual contributions to helping improve the way we work. * This post is deemed to be a Safety Critical post in line with the Council’s Workplace Substance Misuse Policy. In addition to those circumstances listed in the policy where a test will be required, this post will be subject to random testing. * This role involves spoken communications so a confident use of English language is required |

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| **Operational Management:** | * Investigate a variety of pest related issues in both commercial and domestic properties. Such investigations include face-to-face contact with individuals that may be anxious or distressed due to their circumstances. * Conduct thorough interior and exterior inspections to locate a range of pests as a ‘one off’ or part of a contract schedule. * Provide marketing and product information to new and existing customers to help expand the number of domestic and commercial customers and increase the income generated by the service. * Offer advice on a range of pest control remediation options * Provide estimates for one-time treatments and continual maintenance based on the findings of the investigation and in line with the Council’s schedule of fees * Provide an effective treatment for rodents and insects as necessary to treat the identified pest problem * To carry out proofing works to eliminate entry to buildings by rodents and insects * Ensure the customer is provided with all the required health and safety and COSHH information for any insecticide / chemical treatments administered * Complete and maintain accurate management information including but not limited to; all daily inspections, advice provided, treatments and materials used, any identified H&S or environmental risks specific to the individual sites visited * Arrange for the safe disposal of waste and the inspection of equipment for health and safety reasons * Monitoring of stock levels, undertaking regular stocktakes and ordering supplies as necessary to ensure adequate stock levels using the agreed processes * Ensure knowledge and compliance with current legislation and COSHH guidance is maintained and safe working practices updated as required * Ensure all professional and NYC specified annual Continual Professional Development (CPD) training is completed * Support the continuous improvement of the service with the ability to quickly evolve and adapt to new ways of working in response to changing priorities and needs. * Provide operational cover throughout North Yorkshire when required e.g. responding to seasonal pressures and/or an environmental priority. * To attend training courses when required. |
| **Communications:** | * To communicate effectively about pest control with external customers, both domestic and commercial, and inter NYC customers in a polite, professional manner, placing the highest possible emphasis on customer care and understanding. * To identify and liaise with key internal and external customers, to build and maintain a strong confidence in the services offered * To attend meetings, working groups etc. within the Council and with relevant outside organisations to actively engage in education to prevent pest infestations |
| **Systems and information:** | * Input data to a high degree of precision, ensuring records are maintained that are accurate and used consistently. * Accurate and timely updating of computerised records relating to daily activities, including all pest control activity, mileage, time spent on each job, etc. * Review information and data to identify trends to optimise processes and enhance overall individual performance (efficiency and effectiveness) |
| **Safeguarding:** | * Be aware of and follow the Council’s safeguarding policy for the protection of vulnerable children and adults. * Carry out duties with full regard to the Council’s Equal Opportunities Policy. * Carry out duties in accordance with health and safety legislation and the Council’s health and safety policy by following safe systems of work and the application of established health and safety procedures. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Previous experience of working in a Pest Control role * Demonstrable knowledge of pests and pest control methods to irradicate or manage infestations for a wide range of pests * Experience of face to face customer service presenting and providing clear and concise verbal information and written documentation to a high standard. * Experience of successfully managing stressful situations * Experience of successful problem solving. * Knowledge of safe working practices and general Health and Safety principles for pest control * Experience of working in an outdoor environment. * Understands and meets the needs of customers and service priorities. * Understands and supports the Council’s statutory responsibilities. * Demonstrable knowledge of and the ability to apply the most appropriate treatments across the range of domestic and commercial premises * accurate assess and cost contract work across all commercial settings. * Demonstrate effective marketing and sales skills | * Experience of dealing with the general public in a stressful setting. |
| Occupational Skills   * Investigative and interpretative skills to identify any pest infestation * Ability to assess and evaluate any specific risks associated with treatment options based on the circumstances of the investigation * Ability to prepare and administer a treatment plan agreed with the customers * Ability to build, maintain working relationships with key stakeholders and partners. * Ability to work on own initiative and to use judgement on prioritisation of tasks and most appropriate course of action. * Ability to work actively with others within the team and across departments to solve work-related problems and to achieve organisational goals. * Ability to communicate effectively in a variety of formats with customers, colleagues. * Presents information clearly, concisely, objectively and accurately. * Shares important information promptly with all those who need it. * Ability to carry out tasks in compliance with safe and consistent standards and to promote healthy and safe working practices. * Ability to present a positive image of the Pest Control Service and the Council. * Able to converse at ease and provide advice in accurate spoken English * Able to demonstrate attention to detail and maintain accurate records * IT literate with the ability to use MS Office packages. * Ability to manage a caseload with minimum supervision.   Ability to train, coach and mentor less experienced staff within the service, e.g. apprentices | * Considers customer feedback and anticipates future customer requirements |
| Behaviours   * Represents the Council to a high standard, understanding the importance of appearance, demeaner and appropriate engagement with the public and external customers * Ability to work with others both within and outside the council to achieve common goals and to improve the quality of the service. * Self-motivated * [Link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Level 3 in literacy and numeracy, or equivalent knowledge and functional skills. * RSPH L2 Certificate in Pest Management or ability to obtain within a reasonable period. * Driving Licence |  |
| Other Requirements   * Flexibility in terms of duties * Able to work out of hours including evenings, weekends and bank holidays as required by the service. * A flexible approach to working time arrangements to meet the demands of the service. * Ability to work outside in all weathers. * Able to travel around the County for business purposes, including at short notice, to rural locations, and outside of normal office hours. * Able to undertake the physical requirements of the post, including working in small/tight spaces such as roof spaces/lofts |  |

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| Structure |
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