

City of Edinburgh Council job description

Post title	PEST CONTROL OFFICE COORDINATOR / DOG WARDEN
Directorate	PLACE MANAGEMENT/ NEIGHBOURHOOD ENVIRONMENT SERVICES
Service	PLACE
Responsible To	TEAM LEADER / TECHNICAL MANAGER
Number of post holders	1

Purpose of job

Work within a team providing a statutory Pest Control service to internal CEC clients and to external commercial customers, generating revenue. Maintain and ensure compliance with all relevant legislation, codes of practice, FOI requests, council policies and procedures. Fulfil dog warden role including, working in partnership with the police.

The what - major tasks and job activities

1. Undertake enforcement actions and reporting to ensure dogs are microchipped and appropriate action is taken.
2. Collection of reported Stray Dogs and provide advice when required.
3. Knowledge of legislation and procedures relevant to the control of dogs.
4. Assist with tendering for contracts to supply pest control services to third parties, preparing documents and assisting with pricing.
5. Assist in the development of policies to ensure CEC is compliant with recent Acts.
6. Assist with quarterly invoicing procedures and manage stocks of essential pest control items, order supplies as required.
7. Work proactively to provide a reliable operational support service, managing enquires and tasks. Ensuring prompt and suitable responses to all service queries, in line with appropriate policies and confidentiality guidelines.
8. Use appropriate software databases and other IT systems to process service requests or updates for wider council services.
9. Liaise with a range of contacts, both internal and external stakeholders, this may include elected officials and the media.
10. Knowledge of pest control services would be beneficial however training will be provided to help support pest control tasks when required.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making.

You'll be:

- Qualified to BPCA Level 2 in Pest Management or equivalent or obtain this qualification within 2years of appointment.
- Knowledgeable of procurement of equipment required by the service, (including poisons, insecticides) as well as knowledge of specialist storage requirements of these.

- A key holder, complete stock orders and stores management.
- Knowledge of contract management, procedures and documentation including completing tenders.
- Applied knowledge of operational administration, and supported by relevant qualifications, e.g. SCQF level 5 / SVQ level 2, or equivalent experience.
- Proficient in Microsoft Office and other computer systems with a demonstrated ability to meet targets is essential.
- Proven ability to build and develop productive working relationships within the team, across the organisation and with external customers.
- Demonstrate sound judgement in decision making within agreed governance controls.
- Demonstrate a curiosity to grow knowledge and personal insight to help with continuous personal and professional development.
- Experience in dog handling, knowledge of legislation relating to the Control of Dogs act and Microchipping Enforcement.
- A driving licence is essential for this role.
- Postholder will in contact with members of the public when out doing Pest Control or Dog Warden jobs.

Environment - work demands, physical demands, working conditions, work context

You will:

- Manage your own time to meet deadlines and deliver outcomes to agreed quality standards.
- Physical demands and conditions will be predominantly within the range of normal office-based activities with typically 40% of the role requiring additional activities, including catching & handling dogs, work on hands and knees and up ladders carrying out Pest Control work.
- The role will require the collection and handling of dogs, including strays, adhering to procedure for safe precautions to avoid injury.
- The role will assist in allocating and instructing pest control officers in the absence of the team leader.
- Roles within Pest Control and the Dog warden services require working outdoors up to 40% of the time, to assist customers with pest control related issues, clearance work in some dirty or verminous environments.
- This post holder will use Pest Control chemicals and treatments in a safe manner, following all safety guidelines and procedures.
- Whilst the work is generally determined by established procedures, The office co-ordinator may be required to make decisions to ensure continuity of service, safety of staff and public.
- This post has a high level of personal contact with a wide variety of external stakeholders including the public, paying customers and council staff from other services.

Supervision and management of people

- The postholder will have no direct line management responsibility.

- Will deputise in the absence of the team leader in decision making relating to day-to-day operational requirements, allocated to the office based operational support assistants.

Resources the job holder will be responsible for

- Shared responsibility for input into several CEC systems and data.
- Ensuring that all data, records, and systems are kept up to date, with all information accurately collated and recorded.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).