



**wdh**  
**Job Description**

<b>Job Title:</b>	Pest Control Officer
<b>Grade:</b>	Grade 5
<b>Section:</b>	Technical Services
<b>Reports to:</b>	Pest Control Team Leader
<b>Responsible for:</b>	N/A

### The Job

Is to:

- identify pest issue, choose the most appropriate method of control for the area, carry out treatments, proofing areas to prevent pests return and advise customers on prevention and treatments of pests;
- carry out repairs as required to prevent pests following investigation works;
- carry out security checks and upgrades, help vulnerable people in their homes by carrying out odd jobs.

### The Bigger Picture

You will:

- build and maintain excellent working relationships with colleagues, customers and managers to ensure the effectiveness of the service;
- be working within a small multi-disciplinary team to maintain and improve environmental quality within the area;
- provide Customer Service Excellence to all WDH customers when undertaking your duties;
- undertake any other duties/tasks as directed by the line manager that is appropriate to the grade and overall purpose of the job.

### The Day to Day

You will:

- carry out inspections/surveys and place baits/traps to eradicate rodents/insects throughout WDH;
- provide advice to customers regarding pest control;
- be able to undertake a range of duties and training that include the safe use of plant and equipment including power tools, rodenticides and insecticides and the use of vehicles as appropriate to the tasks outlined, in a safe manner, to meet all health and safety requirements;

- undertake specific aspects of work of the Pest Control Service under the direction of senior management;
- work within recognised safe systems of work at all times and advise others where appropriate with respect of such systems and procedures;
- ensure that all aspects of work within the control of this post are carried out in accordance with WDH's Customer Care Policy;
- adhere to and apply legislation and procedures as appropriate;
- be responsible for daily maintenance and security of the vehicle allocated to the post;
- work across Yorkshire as required and have the use of mobile technology to support service delivery.
- ensure safe working practices are employed at all times; and
- operate in a manner which is consistent with business and service plans.

### **Personal Contacts:**

**Internal:** All WDH employees including area managers and supervisors

**External:** Tenants groups, voluntary agencies, public, other statutory agencies/ partners/elected members.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ
RSPH in Pest Control (Level 2) NVQ or willingness to work towards		✓	AF/CQ
A recognised Certificate in the following areas: Insect Control, Rodent Control, Reducing risks, Specialist training in Pest Control i.e. Drainage Equipment, Flying Insects.		✓	AF/CQ
Valid CSCS Card		✓	AF/CQ

<b>Determination</b>			
Relevant experience of working in a similar role within a customer focussed environment	✓		AF/I
Effective time management with the ability to work to deadlines	✓		AF/I
Experience of working in a Repairs and Maintenance environment and experience of building maintenance work.		✓	AF/I

<b>Nous</b>			
Able to demonstrate a customer focused attitude and experience of working in a customer facing environment.	✓		AF/I
Awareness of Health and Safety policies and procedures in relation to the role.	✓		AF/I
Experience of working in occupied and empty properties.	✓		AF/I
An understanding of pest control issues.	✓		AF/I

<b>Attitude</b>			
Effective communication with employees, managers, tenants and stakeholders.	✓		AF/I

Ability to work as part of a team or independently to deliver targets	✓		AF/I
<b>Additional Requirements of the Job</b>			
Current, valid UK Driving licence with the ability to travel throughout the district and to other locations as required by the business. You will also be required to drive a company vehicle.	✓		AF/CQ
Able to attend out of hours and emergencies as required, with the opportunity to join a call out rota.	✓		I
A willingness to undertake any appropriate training courses, leading to an award of an appropriate qualification relevant to the subject area.	✓		I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification