

JOB DESCRIPTION

POST TITLE:	Pest Control Technician
GRADE:	Technician
DIVISION / UNIT:	Traded Services / Pest Control Services
DEPARTMENT:	Environment & Leisure
REPORTS TO:	PCS Supervisor

PURPOSE OF THE JOB

Southwark Council has statutory duty and contractual obligations to provide a pest control service to residents and client teams. Pest Control Technicians are there to provide the front line delivery of core pest control services through inspections, investigations, and surveys of suspected infestations and to carry out treatments or pest proofing works in line with legislative requirements and professional best practice.

Site visits may be within council owned or private properties; communal spaces such as lofts, plant rooms, basements or corridors; public realm locations such as parks; and commercial premises.

The list of pests included in the scope of work includes, but is not limited to:

- 1.1. Commensal rodents
- 1.2. Squirrels
- 1.3. Cockroaches
- 1.4. Bed bugs/fleas
- 1.5. Moths/flies
- 1.6. Tropical/garden ants
- 1.7. Wasps/hornets
- 1.8. Stray dog collection/transportation
- 1.9. Pigeon clearance/proofing

PRINCIPAL ACCOUNTABILITIES

Responsibilities

1. To competently identify the nature of an infestation and the most appropriate treatment/ management techniques. This decision should be based on knowledge gained through formal training, legislative restrictions, species specific biology, environmental protection considerations and site data.
2. To carry out treatments and management techniques for infestations including traps, culls, deterrents, pesticides and biocides safely and humanely, in line with The British Pest Control Association (BPCA) Code of Practice.

3. To survey properties, internally and externally, including drains, and recommendations for further repair works or structural considerations to overcome future infestations and mitigate the risk of spread between dwellings. To survey and assess requests for pest control support that falls outside of normal contracts. Providing estimate costings and quotations, with technical drawings where applicable
4. To carry out proofing work to control and prevent infestations, ensuring materials and techniques used are in line with housing fire safety guidance and Construction (Design and Management) Regulations 2015.
5. To organise and perform the collection of stray dogs using sound judgement and expertise in line with the safe system of work and legislation. To arrange kennel stay or re-homing where appropriate.
6. To assist in the organisation, and perform the execution of pigeon proofing measures, including the cleansing and removing of pigeon matter as and when required.
7. To use, prepare, store and transport pesticides in line with COSHH regulations; ensuring that substances hazardous to health are properly controlled. Assist in preparing risk assessments and method statements.
8. When allocated a vehicle the post holder is responsible for ensuring that the vehicle is safely and correctly driven, is well maintained and roadworthy, and all plant and materials are safely stored. There is also responsibility for the content of the vehicle at all times while in their possession and to ensure the security of all materials and tools.
9. To collect payments for services from customers in accordance with unit procedures and financial regulations; working closely with colleagues in the Scheduling Team to ensure that income for the service is maximised by making sure that client teams and customers are accurately recharged.
10. In the capacity of subject matter expert, to provide advice to other council officers, members of the public, contractors, community groups and all stakeholders on pest control issues. To produce accurate written records of site visits in report format such that the council can easily evidence that works have been completed to the required standard and quality in court proceedings. Act as an expert witness where required.
11. To provide support, guidance, training and mentoring for the apprentices, trainees or work placement students through authoritative specialist knowledge of pest control whilst embodying customer care guidelines and initiatives when delivering the service. To carry out all duties in accordance with the council's approach to equality.
12. To provide a modern pest control service to clients, ensuring that practices are up to date with new industry developments and legislative changes. This will be ensured through participation in a CPD programme, including statutory training, to maintain and improve individual skills, expertise and knowledge.

13. To operate all post and service related IT hard and software. Including mobile technology to aid planning and modern ways of working; gathering and recording data for information systems and inventories. To record and report on any safeguarding/welfare concerns for children, young people or adults at risk encountered while undertaking a site visit to your line manager.
14. To contribute to the improved performance of the service through participation in cross service project teams and working groups whilst ensuring value for money by minimising expenditure during service delivery and maintaining agreed SLAs.
15. To effectively but diplomatically encourage changes in behaviours and habits in customers where the condition of environment is negatively impacting management of the infestation. This could be through one-one communication at an appointment or to assist in presentations at a residents meeting.

JOB CONTEXT

The control and reduction of pest species is an integral part of Southwark Council's ability to deliver on many of the Fairer Future Commitments. By ensuring that dwellings, businesses and public realm areas are free from vermin, Pest Control Services contribute to reducing health inequalities, making Southwark a fairer place to live where all residents have the opportunity to fulfil their potential.

Pest Control Services sits within the Traded Services Division of the Environment and Leisure Department. This division groups together a range of products and services which

positively impact on the daily lives of residents and users of the Borough. From carrying out internal property repairs, play equipment repairs in manufacturing steel products, designing and installing decorative lighting in tunnels, providing pest control services to managing stray dogs.

Services within this division are linked by a high potential for income generation for the council by tendering for new and external contracts. As such the post holder would be expected to work within the geographical area of any existing or new contracts which may be outside the boundaries of the borough.

Pest Control Technicians conduct site visits, select and undertake treatments while lone working. As such there is a large degree of autonomy within the role. It is expected that only highly complex works would be escalated to a supervisor for advice or input.

The service is required to provide a 24/7 stray dog collection and live rat call out provision. A call out rota is in place for this purpose for which staff participating receive overtime and standby allowance in line with council's remuneration policy.

Grade/Conditions of Service

This post falls in the Council's *Technician* Grade - Additional training and qualifications may be required to progress through career bands set out in the divisional Skills Pathway Framework.

Willing to attend training courses – statutory and CPD.

Must wear and utilise all Personal Protective Clothing and equipment in line with task.

Contractual hours 36 per week Monday to Friday between the hours of 08:00 and 18:00.

Post holder may be required to work and attend meetings out of hours and participate in out of hours standby rotas.

The post holder is required to perform at the appropriate level of responsibility, whether specifically contained in the job summary or not, which is consistent with the grade and is reasonable in all circumstances across the division having regard to exigencies of the service, your abilities and aptitudes, and all relevant matters.

The post holder will be expected to work flexibly across the different geographical locations of Traded Services sites and operations.

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job.

	Essential (E)	How assessed (S/ I/ T)
Knowledge, including educational qualifications:		
Qualified to either Diploma in Pest Control with the British Pest Control Association (BPCA part 1 and 2) or RSPH Level 2 Certificate in Pest Management or equivalent.	E	S
To understand issues around the delivery of all pest control work activities in an urban environment and evidence of continued professional, managerial and personal development, within the relevant discipline.	E	I
Understanding of relevant legislation and codes of practice in H&S, pest control.	E	S/I
To understand how the principles of Equality Act and Public Sector Equality Duty impacts on all work duties.	E	I
To understand the basic safeguarding procedures and protocols for children and adults at risk.	E	S
Experience:		
Experience in providing pest control advice to clients.	E	I
Experience of working with baits, traps, poisons and pest control equipment.	E	I
Experience of working effectively both independently and as part of a team.	E	S/I
Experience of providing excellent customer service whilst working in a front line operational team.	E	I
Aptitudes, Skills & Competencies:		
Ability to handle, prepare and lay poison baits or spray insecticides, keeping yourself and others safe.	E	S/I
Ability to use technology equipment in line with the duties of the post.	E	S
Ability to prepare reports and maintain records of visits and actions carried out in relation to pest control and animal welfare duties.	E	I

