**Manchester City Council**

**Role Profile**

**Assistant Pest Control Technician Grade 3**

**Business Units Pest Control Service,**

**Neighbourhoods Directorate**

**Reports to: Pest Control Manager**

**Job Family: Compliance and Regulation**

**Key Role Descriptors**

The role holder will work as part of a team.

The role holder will be committed to gaining further on the job knowledge and experience that will enable them to practice their recent Pest Control qualification from the Royal Society for Public Health and BPCA Level 2 award in Pest Management.

The role holder will deliver a high quality pest control services including rodent control and sewer baiting. All carried out in accordance with the relevant procedures, guidance and legislative requirements.

The role holder will provide high quality customer focused service for Council premises, Manchester residents and businesses.

The role holder should hold a full driving licence.

**Key Accountabilities**

To undertake surveys, identify and carry out treatment plans. Review and monitoring treatment plans on revisits.

Deal effectively with requests for service within designated timescales and procedures and maintain accurate records of the work carried out. Resolve queries/issues at the point of contact or escalate when appropriate within the agreed timescales.

Use initiative and problem solve for example, the possible pest entry points into a home/business and effectively communicate this information to the client.

Have a proactive approach to eradicating the pest infestation and educate the clients on pest behaviour and ways they can reduce / eliminate pest activity.

Challenge individuals if their lifestyle is impacting on the effectiveness of the treatment plan.

To efficiently organise and manage own workload including route planning in order to meet the business needs.

Provide quotes for small proofing works and carry these out if approved.

Personal commitment to continuous self development and service improvement being a full member of Bases Prompt and the British Pest Control Association.

Be proficient at explaining the health and safety risk assessment to clients.

To produce written reports, maintain and keep appropriate records relating to the various treatment plans and advice provided.

Responsibility for the safekeeping of pesticides, applications, safety protective equipment and materials / tools supplied . Ensuring the proper use and safe application of pesticides with regards to property, residents, colleagues and non target animals along with the environment.

Responsibility for carrying out routine daily vehicle checks and the maintenance / safekeeping whilst in his / her charge.

Support the development of a strong culture of collaboration within the team, other departments and with key stakeholders, working flexibly and encouraging and supporting others to do the same to ensure the consistent delivery of high quality, efficient and effective operational services.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio: Assistant Pest Control Technician.**

  **– Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours:**

● **Teamwork:** Work in an inclusive way that appreciates the contributions of others and shows respect and consideration of their needs and diversity.

● **Customer Service:** “Own it”- Take personal responsibility for making things work well by contributing fully to delivering the best possible service. Invest time in building relationships with residents, businesses and colleagues. Have strength based conversations that enable the client to look for additional solutions to their problems.

● **Positively Aspiring:** Go above and beyond the standards and expectations required, demonstrating a passionate pride in the City of Manchester

● **Demonstrating Resilience:** Overcome obstacles and challenges to ensure the best possible outcomes. Is open to feedback and willing to act on it. Be adaptable to changing circumstances, demonstrating persistence and determination.

**Generic Skills**

● **Communication Skills:** Ability to communicate clearly, concisely, accurately, and in ways that promote understanding and inclusion. Able to signpost an individual to other Council services when necessary. Good literacy and numeracy skills to undertake calculations and complete a treatment record or risk assessment.

● **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, and identify the key issues. Ability to establish and evaluate an alternative course of action to a problem producing a logical, practical and acceptable solution when necessary. Able to defuse or reassure a distressed individual.

● **Planning and organising:** Provides work on time to the required standard. Ability to prioritise work, set targets for self to realistic timescales.

● **IT Skills** : Ability to use multiple applications systems and associated software packages.

● **Creative skills :** Abilityto find solutions to routine situations**.**

**Technical requirements (Role Specific)**

* Royal Society for Public Health and BPCA Level 2 award in Pest Management.
* Have a knowledge of all aspects of pest control that Manchester Council deliver including rodent control in sewer / drainage systems .
* Able to dispatched an animal or remove a carcass.
* Continuously develops appropriate job, professional, and specialist knowledge and skills to consistently apply them to deliver a quality pest control service.
* Possess a full current driving licence.
* To maintain and wear uniform/personal protective clothing issued
* Ability to use basic hand held tools and physically able to lift and carry equipment and materials.
* Able to carry out small proofing works.
* Able to erect and climb ladders.
* Able to work at heights and in restricted/confined spaces in a safe manner.
* Able to carry out heavy manual handling, for example lifting sewage/drainage covers 25kg.
* Able to work flexibly to meet the needs of the service.
* Disclosure and Barring Service (DBS) check required.