

**Manchester City Council
Role Profile**

**Pest Control Technician
Grade 5**

**Business Units
Growth & Neighbourhoods Directorate**

Reports to: Pest Control Manager

Key Role Descriptors

The role holder will work as part of a team and is responsible for providing a high quality pest control service including sewer drainage and rodent control, to be carried out in accordance with procedures and guidance on specifications, quality standards and legislative requirements.

The role holder will be pro-active in promoting the service offered by Manchester City Council and their service to the public and businesses for the benefit of the community and income generation.

Key Accountabilities

To undertake surveys, identify and carrying out treatments/ monitoring/ proofing works against pests and vermin that are of public health significance, a nuisance or in connection with the services commercial requirements.

Carry out periodic surveys and inspections of buildings and land for the detection, recovery and safe disposal of discarded hypodermic needles, syringes and other sharps.

To undertake work as required for the programme baiting of highway sewers and drainage inspection chambers

Assist with the maintenance and development of procedures, operation manuals and practices to ensure the achievement of a consistent approach to operational, inspection and enforcement activity in accordance with relevant legislation.

To efficiently and effectively respond to all enquiries and requests within designated timescales, in accordance with the City Council's policies and procedures.

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

To produce written reports and to maintain and keep appropriate records that are auditable and related to work carried out.

To ensure that occupiers of domestic premises and managers / staff members of businesses are advised on treatments and preventative measures required to ensuring that service users are informed of all actions taken.

Responsibility for the safe keeping of pesticides, applications, safety protective equipment and materials/tools and other equipment supplied and to ensure the proper use and safe application of pesticides with regards to property, content, occupiers, staff, non target animals and the environment.

Assist with the disinfestation of persons and land, premises, vehicles etc as required.

Responsibility for carrying out routine daily vehicle checks and maintenance and safe keeping of vehicle whilst in his/her charge.

To participate in the training of staff.

Personal commitment to continuous self development and service improvement.

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

Pest Control Technician – Key Competencies and Technical Requirements

Behavioural Competencies

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

Generic Skills

- **Communication and Influence:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding. Good

literacy and numeracy skills to undertake calculations and produce letters and other documentation.

- **Planning and Organising:** Ability to organise own time effectively, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self.
- **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- **IT Skills:** Ability to use multiple applications, systems and associated software packages.

Technical requirements (Role Specific)

- Expertise in all aspects of pest control, including rodent control in sewer and drainage systems and basic knowledge of building construction in relation to pest control.
- Royal Society for the Promotion of Health Level 2 Certificate or equivalent in Pest Control.
- Continuously develops appropriate job/professional/specialist knowledge and skills and consistently applies them to deliver quality business requirements effectively.
- Possess a full, current driving licence.
- To maintain and wear uniform/personal protective clothing as issued.
- Ability to use basic hand tools and physically able to lift and carry equipment and materials.
- Able to erect and climb ladders and work at heights and in restricted and confined spaces in a safe manner.
- Able to carry out heavy manual handling, lifting pulling, sewer/ drainage covers etc.
- To work flexibly to meet service
- Disclosure and Barring Service (DBS) check required.