

Job Description

Job title	Senior Animal Control Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Regulatory Services
Range	Range 4
Reports to	Environmental Health – Animal, Noise & Nuisance Manager

Main purpose of the job:

Under the general direction of the Environmental Health – Animal, Noise & Nuisance Manager:

Enforce all relevant legislation administered by the section, and to educate and encourage the public and business proprietors in order to improve relevant standards.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Respond to complaints of stray and dangerous dogs by locating the sources of the complaint, seizing dogs and delivering seized dogs to kennels in accordance with the council's procedures.

To have a high degree of awareness concerning the risks associated with aggressive and dangerous animals, their handling and management. To be highly competent in the proper use of protective equipment, protective clothing and the range of equipment that may be required in handling such animals.

To work with partner agencies such as the Police and Animal Charities to respond to dog related issues within the area.

To enforce dog fouling and animal welfare legislation. This will require issuing Fixed Penalty Notices for dog fouling (or other relevant legislation such as animal related Public Space Protection Orders) compiling case files and attending court as required. To tackle such offences there will be a requirement to undertake some early morning and evening work, as well as some weekend working.

To support the team with the enforcement of unlicensed animal licensed businesses.

To promote responsible pet ownership and develop and deliver educational projects.

Regularly participate in the 'out of hours' stray dog collection rota as required. This involves working at weekends and bank holidays on a rota basis.

To assist the Environmental Protection Technicians in cases of animal related nuisance, including (but not limited to) odours, noise and pest activity.

At all times to ensure that any actions taken or decisions made are compliant with the provisions of the Animal Welfare Act 2006.

The post holder will undertake appropriate Emergency Planning duties as directed by the Council Tactical Officer which can include out of hours work at short notice and will require the post holder to be suitably trained as a 4 x4 driver.

Support the delivery of Frontline Services including proactive work across the service as required.

Maintain accurate daily records of work undertaken, journeys made and results achieved and record as necessary on relevant ICT systems as directed by line management.

Maintain and keep clean the interior and exterior of the council vehicle supplied, as appropriate. This will include the checking of fuel, oil pressure, lights etc. and reporting defects.

Be proactive and proficient in the use of social media to promote the council's priorities, activities and achievements.

To undertake any training and development as required

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility; all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Environmental Health – Animal, Noise & Nuisance Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

Qualifications

- Educated to GCSE level or equivalent in English and Maths
 - Animal welfare qualification relevant to the role
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Knowledge

- An excellent working knowledge of animal welfare and dog control legislation .
 - Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence
 - Knowledge of how to use social media within council's policies and guidelines
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Experience

- Demonstrable experience of animal handling, including the control and transportation of large and aggressive dogs using the appropriate PPE.
 - Experience of gathering information and evidence to take such action as appropriate having regard to the corporate enforcement policy. Serve Notices, where necessary, in consultation with the Environmental Health Animal, Noise & Nuisance Manager and Head of Regulatory and Environmental Services as appropriate.
 - Knowledge and experience of partnership working with a broad range of individuals and stakeholders add in role specific experience
 - Demonstrable experience leading in advanced theoretical, practical, procedural, organisational and policy projects across a range of animal welfare matters.
 - Experience of directing and supporting colleagues in a range of tasks.
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Skills

- Proficient in the use of computer databases and Microsoft Word, Excel and Outlook
- Full driving valid for use in the UK and access to own transport for work purposes
- Proficient in the use of data management systems including Uniform.
- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences
- Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
- Able to plan, prioritise and organise workload to meet specific targets.

- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and wellbeing of people
- Influencing, persuading and negotiation skills.
- Can handle and process cash/documentation relating to considerable financial amounts accurately (ie up to £1000 per day)>