

Pest Control Operative

Role Profile

Service: Regulatory Services – Place Directorate
Band: Band 3
Reporting to: Senior Pest Control Operative
Responsible for: No direct reports



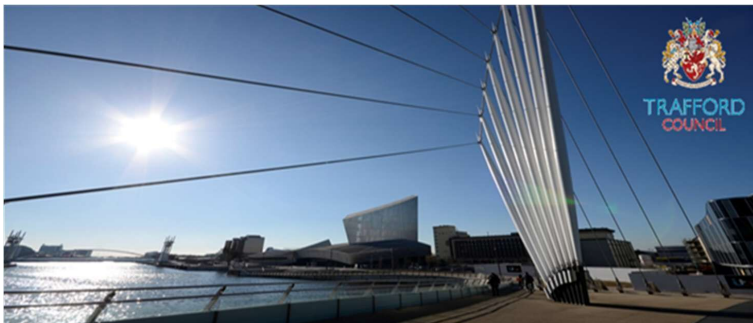
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Pest control team sits within the Regulatory Services team, which is part of the Place Directorate. The Pest Control team carries out work with commercial and residential contracts, as well as assisting the Environmental health team with their regulatory function.

Other teams within Regulatory Services include Environmental Protection, Private Sector Housing, Pest Control, Licensing, Trading Standards, Building Control, Community Safety and Emergency Planning.

Your Main Priorities

- Carrying out treatment/monitoring/proofing works to control and eradicate pests in domestic and commercial situations in accordance with Trafford's policies and procedures and current legislation.

Key duties

- Ensuring a high-quality Pest Control service is delivered and service requests are dealt with efficiently and effectively within designated timescales, in accordance with the policy and procedures of Trafford Council, and all relevant legislation.
- Sharing responsibility for work allocation in the event of short-term absences of the Senior Pest Control Operative.
- Advising and discussing with clients (either in person, or by telephone or email), the possible causes of any pest infestation, the treatment being undertaken, and any preventative measures required, to ensure successful treatment and prevent reinfestation.

- Carrying out the duties/work activities in accordance with procedures and guidance contained in the Pest Control Operatives' Manual, using a proper and safe application of pesticides with regard to property, contents, occupiers, staff, non-target animals and the environment.
- Working without direct supervision and efficiently organising daily work activities, including route planning or work as directed. Provide basic written reports and keep such records in whatever form as may be required relating to work carried out and quantities of pesticides used.
- Using a range of equipment including power tools, access systems, hand-held computers, electronic data recording and communication equipment.
- Being responsible for the safe keeping of pesticides, applicators, safety and personal protective equipment, other tools/materials, hand-held computers, communication and other equipment supplied.
- Driving a Council vehicle as required and carrying out routine daily checks and maintenance as contained in the Pest Control Operatives' Manual; being responsible for the vehicle's safekeeping whilst in his/her charge. Maintaining and wearing uniform/personal protective equipment as issued.
- Assisting with the disinfestation of verminous sites as may required from time to time.
- Actively pursuing own personal development and participate in any training required, including membership of the nominated formal 'continuing professional development' scheme (e.g. BASIS Prompt).
- Promoting equality in service delivery and the workplace, ensuring services are accessible and appropriate to the diverse needs of service users.
- Carrying out any such duties appropriate to the grade of the post as may reasonably be required by your manager in compliance with the Contract of Employment.

About You

Qualifications and Professional Development

- Commitment to attain qualification in Pest Control (e.g. RSPA/BPCA (Level 2) Award in Pest Control within three months of starting in the role
- Commitment to attain qualification in Working in roadways (e.g. NRSWA Unit 2 Signing, Lighting and Guarding) within three months of starting in the role

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Experience and Knowledge

- Experience of organising own work activities, including route planning

- Basic understanding of pest biology and pest control methods
- Experience using basic associated hand tools

Skills and abilities

- Computer literate for completion of records and data inputting
- Effective communications skills (verbal and written): such as telephone enquiries, preparation of simple reports, interviewing members of the public and liaison with staff from other departments
- Ability to assess and determine the nature of a problem
- Ability to work as part of a team and without close supervision, using own initiative
- Able to organise own workload and adjust priorities within the working day
- Ability to erect and climb ladders
- Flexible approach to work to meet the needs of the service
- ommitment to continuous personal and professional development

Special Conditions

- Car User / full driving license required
- Willing and able to travel to sites within the Trafford Borough
- Unsocial hours/weekend work may be required
- Physical demands e.g. working at height and in confined spaces

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Date prepared/revised	JUN 2016 Updated 04/11/2025 (transferred to new role profile template)
Prepared/revised by	K Whalley / N Smith / R Pollard (transferred to template)
Job Evaluation	Existing evaluation – JUN 2016

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.