

Job description

Pest Control Manager

- Grade: PO3
- Reports to: Boroughwide Services Manager
- Direct reports: Four
- Your team: Boroughwide Services
- Service area: Street Operations Services
- Directorate: Climate and Environment

Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

This post requires a DBS check at the appropriate level (Basic)

This is a safety critical post and will be subject to the council's drug and alcohol policy

This post is subject to the council's declaration of interest procedure

This post is designated as politically restricted

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Responsible for the management of the Pest Control service including service provision, development of trading opportunities, meeting targets, monitoring and authorisation of work tasks and monitoring of performance

Key responsibilities

- To develop and implement policy and practice including the extension of service provision and development of trading opportunities.
- To advise the Council on pest control matters, licensing and registration and maintain technical standards for the service.
- To ensure compliance with legal requirements and other guidance specific to the service.
- To develop commercial services within the team for income generation
- Drive a Council vehicle
- To carry out the duties of the Pest Control Operative when required
- To undertake enforcement actions including the service of notices, preparation of documents and appearing in court.
- To liaise with other Council services and external agencies to develop partnership working and trading opportunities.
- To establish targets, define plans and manage performance to ensure that organisational aims and objectives are met.
- To develop, motivate and performance manage staff in line with service aims and objectives, including implementation of the Council's Appraisal scheme.
- **Do not delete:** Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Hold the RSH Certificate in Pest Control or equivalent	Essential
2	Good knowledge and understanding of legislation, best practice and current issues in residential and commercial pest control	Essential
3	Ability to manage staff including allocation of work, performance appraisal, attendance and disciplinary issues.	Essential
4	Ability to undertake investigation and initiate appropriate treatments for difficult infestations	Essential
5	Ability to develop expertise in pest control and provide advice and support to both staff and customers	Essential
6	Good standard of both written and verbal communication.	Essential
7	Ability to monitor budgets, monitor income and expenditure, and control stock levels.	Essential
8	Ability to think creatively to solve problems and deliver service improvements	Essential

Point	Criteria description	Essential/desirable
9	Ability to implement pest control service level agreements and produce contract monitoring information for clients	Essential
10	Flexible approach to work, including willingness and ability to work evenings and weekends if required	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.