

Job Description



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| Job Title: Animal Welfare Officer | Service Area: Animal Welfare | |
| Commissioning Directorate: Community Infrastructure | Post Number: 35874 | Evaluation Number: 2416 |
| Grade: Scale 6 | Date last updated: February 2014 | |

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Overall Purpose of Job

To undertake the full range of Animal Welfare duties including stray dog collection, kennelling work in relation to animals seized, boarded or impounded, investigation of complaints, the return, re-homing or destruction of dogs, Dangerous Dogs Act enforcement duties and animal related licensing duties.

Job Context:

1. The post holder reports on a day to day basis to the Senior Animal Welfare Officer, Animal Welfare Manager, Operational Manager or other senior officer in the division.
2. The post holder has no line management or supervisory responsibility.
3. The post holder has no budget responsibility but is responsible for the collection of cash and cheques from clients, for the issue of receipts and for the safe deposit of cash or cheques with the Animal Welfare Manager or other designated officer.

4. The post holder will be required to regularly work evenings, weekends and public holidays, when necessary, in order to fulfil Service Level Agreement specifications, respond to emergencies and to meet the level of demand for the service.
5. The post holder will be required to work alone on occasions in order to meet the service requirements

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide as to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To participate in the day to day running of the Animal welfare kennel and cattery facilities, and ensure that all animals in the Council's care and under the control of the Animal Welfare Service are properly and adequately cared for. This will include the provision of suitable food, water, bedding, exercise, veterinary care and sleeping considerations.
2. To assist in team regulatory and enforcement activity in relation to animal welfare, stray dogs, dangerous dogs, animal licensing and applicable animal health legislation. To assist in the seizure of animals and impound dogs. To participate in investigations, the gathering of evidence within statutory guidelines and assist in implementing the appropriate action that may include advice, education, warnings, issue of fixed penalty notices, refusal or withdrawal of licenses, civil proceedings and prosecutions.
3. To inspect premises and/or land, to determine the conformity with legal standards; to advise the Animal Welfare Manager or the Senior Animal Welfare Officer about unsatisfactory conditions and legal contraventions
4. To ensure compliance with safe working practices in the handling, transport and care of animals, including dangerous and aggressive dogs and animals that may have been seized from their owners (or other persons) under circumstances where threats of violence or actual violence may be encountered.
5. To be conversant with the risks associated with aggressive and dangerous animals. To be aware of the proper use of protective equipment and familiar with the use of such protective clothing and equipment as may be issued or recommended, seeking guidance from the line manager as required. Equipment includes uniforms, conventional protective clothing (overalls, boots, gloves etc) together with specialist items such as stab proof vests, grasper poles, padded arm and leg guards, bite sticks, "bark back", radio alarm and communication sets etc.

6. To drive and be responsible for a small or medium sized van and associated equipment, including portable kennels, cages, traps etc. To drive the Council vehicle as directed, in a safe fashion and with regard for the animals transported, pedestrians and other road users, to choose and drive via effective routes, to park the vehicle in a safe and secure manner and location and to carry out routine checks on the vehicle as directed.
7. To transport animals in a team vehicle from the point of seizure to the compound, to and from a veterinary surgeon and to rescue centres as required.
8. To undertake all necessary training, including external courses and workplace training as required.
9. To prepare reports and records of work done, conditions found etc, including the maintenance of activity logs and witness statements where offences have been noted and prosecution may be necessary.
10. To assist with preparatory work in respect of licence conditions, publicity materials, leaflets and guidance notes/sheets.
11. To ensure compliance with safe working practices in the preparation, use, carriage or disposal of chemical cleaning agents, infected materials (where animals are believed to have been ill) and contaminated materials (equipment, bedding etc contaminated with waste food, urine and faeces), wearing such protective clothing as may be issued or recommended.
12. To keep the animal welfare compound and the animal welfare vehicles in a clean, sanitary, hygienic and tidy condition.
13. To maintain accurate and legible records of work carried out, materials used, equipment provided etc. using information technology when required after appropriate training.
14. To ensure that equipment in use and provided to the post holder, is used, transported and maintained safely and securely.
15. To notify any accident, incident or equipment defect to the line manager promptly and accurately. This is especially important where injury occurs as a consequence of biting or scratching by animals and where an animal is believed to be ill.
16. To collect appropriate fees for the return of stray dogs and other charges, issue receipts and take reasonable precautions for the secure storage of the monies.
17. Have a clear and careful understanding of customer care and the service needs of clients; ensure the delivery of high quality customer service. To be aware that public expectation will often exceed the statutory reality and manage such expectations with tact and diplomacy.

18. To assist with the team enforcement of compulsory microchipping for dogs and cats. To microchip dogs and cats for local residents after suitable training.
19. To participate in community events to promote responsible dog ownership and education.
20. To participate in a service emergency call out rota, when required, and to be flexible over working hours and shifts in order to ensure that the team is always sufficiently staffed and that high quality service delivery is maintained 7 days a week.
21. Such other duties, within the competence of the post holder, which may reasonably be required from time to time.

NB : Kennel duties are extensive, physically arduous and are undertaken, outside, in all weathers.

Personal Specification



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| Job Title: Animal Welfare Officer (Grade 6) | Service Area: Animal Welfare | |
| Commissioning Directorate: Environment and Sustainable Transport | Post Number: 358874 | Evaluation Number: 2416 |
| Grade: Scale 6 | Date last updated: February 2014 | |

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

| CRITERIA | METHOD OF ASSESSMENT |
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| EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work. | |
| PROTECTING OUR STAFF AND SERVICES Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately. | |

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| <p>KNOWLEDGE:</p> <ol style="list-style-type: none"> 1. A good level of literacy and numeracy with the ability to record information and write accurate reports. 2. Knowledge of, and ability to identify pet animals, domestic livestock and wild animals that may be encountered in Newham. 3. Knowledge of, and the ability to identify differing breeds of dog, including prescribed Dangerous Dogs. 4. Knowledge of, and ability to identify circus animals and animals to which the Dangerous Wild Animals Act 1976 (as amended) apply 5. Knowledge of animal husbandry and in particular the care of dogs in a kennel facility or similar environment. 6. An understanding of the services provided by the Animal Welfare Service, the Council and a broad understanding of current issues. | <p>Interview/ test</p> <p>Interview/ test</p> <p>Application Form /Interview/ test</p> <p>Interview/test</p> <p>Application Form/ Interview/ test</p> <p>Interview/ Test</p> |
| <p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 7. None specific 8. Possession of a full UK current driving license and ability to pass the Council approved driving test | <p>Application form</p> |
| <p>EXPERIENCE:</p> <ol style="list-style-type: none"> 9. Experience of work in a Local Authority animal welfare team or another related field of animal welfare. 10. Experience of work in the handling and care of animals and especially in the handling and care of large and/ or aggressive dogs. | <p>Application Form/Interview</p> <p>Application Form/Interview</p> |

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| <p>SKILLS AND ABILITIES:</p> <p>11. Ability to drive a small or medium size van.</p> <p>12. Basic literacy, numeracy and keyboard skills to maintain accurate records and understand instructions for the use of animal medication, equipment etc.</p> <p>13. Ability to control animals and in particular large and/or aggressive dogs.</p> <p>14. Ability to undertake kennelling and similar animal care and husbandry activities.</p> <p>15. Ability to communicate effectively both person to person and in writing.</p> <p>16. Ability to deal with the public with tact and confidence.</p> <p>17. Ability to work flexibly and alone when required, without the need for frequent supervision.</p> <p>18. Able to work using own initiative to ensure potentially confrontational situations are resolved successfully in a confident and understanding manner</p> <p>19. Ability to apply the law and council procedures in the field of Animal Welfare using enforcement powers, when required.</p> | <p>Council Driving Test</p> <p>Interview/Aptitude Test</p> <p>Interview/Aptitude Test</p> <p>Application form/Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> |
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| <p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>20. Willingness and ability to deal tactfully and diplomatically with members of the public.</p> <p>21. Willingness to work varied and unusual hours including evenings, weekends and public holidays, as required, in meeting the needs of the service.</p> <p>22. Appreciation of the need for the Council to carry out enforcement duties in relation to the control, ownership, sale and keeping of animals.</p> <p>23. Willingness to undertake any necessary training, including external courses or workplace training, as appropriate.</p> | <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> |
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