

Job Description



Job Title: Animal Welfare Officer	Service Area: Licensing & Regulation Animal Welfare	
Directorate: Environment & Sustainable Transport	Post Number: 35875, 35876, 2874,	Evaluation Number:
Grade: S02	Date last updated: November 2024	

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 management 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, to administer veterinary care and medications.
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.
3. To impound animals and conduct investigations and take action that may include advice, education, formal warnings, issue of fixed penalty notices, civil proceedings and prosecutions.
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 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.
6. To conduct the daily checking of the Animal Welfare compound's security with regards to the alarm/padlocks/lighting as they relate to duties. Any faults must be reported immediately to the Animal Welfare Manager and/or the Senior Animal Welfare Officer.
7. 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.

8. 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.
9. To undertake all necessary training to improve core competencies, updates on legislation and best practice including external courses and workplace training as required.
10. To carry out inspections on commercial and domestic premises for their suitability and compliance with animal welfare legislation. To produce inspection reports clearly documenting conditions found.
11. To monitor / attend events or activities where animals are used under licensed conditions. Liaise with event organisers and ensure that animal welfare requirements are being properly met.
12. To prepare schedules of work for non-compliant premises / events in keeping with the requirements of animal welfare legislation and take appropriate enforcement action in line with the Councils Enforcement Policy and the Regulators Compliance Code
13. To update council databases of all actions in a timely manner
14. To prepare witness statements and when required give evidence in court as an inspecting officer and witness for the Council
15. To gather information as for Freedom of Information requests and Members enquiries as directed by the Animal Welfare Manager
16. To ensure compliance with safe working practices in the disposal of infected materials (where animals are believed to have been ill) and contaminated materials.
17. 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 attack, biting or scratching by animals and where an animal is believed to be ill
18. To collect appropriate fees for the return of stray dogs and other charges and issue receipts to the owner or occupier of any premises for which a charge is levied.
19. To participate in community education events to promote responsible dog ownership.
20. To microchip animals for local residents, after suitable training, and to assist in the enforcement of compulsory microchipping of dogs.
21. 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.

22. Such other duties, within the competence of the post holder, which may reasonably be required from time to time.

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

Personal Specification



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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
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.	

<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. A broad working knowledge of, and ability to identify pet animal types that may be encountered in Newham. 3. Sound working knowledge of, and the ability to identify different breeds of dog and their characteristics. 4. Sound working knowledge of animal husbandry and in particular the care of dogs in a kennel facility or similar environment. 5. An understanding of the services provided by the Council and a broad understanding of current issues. 	<p>Interview/ test</p> <p>Interview/ test</p> <p>Application Form /Interview/ test</p> <p>Application Form/ Interview/ test</p> <p>Interview/ Test</p>
<p>QUALIFICATIONS:</p> <ol style="list-style-type: none"> 6. Animal Welfare Qualification with specific emphasis on Dangerous Dogs legislation. 7. 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"> 8. Experience of work in a Local Authority animal welfare team or another relevant field of animal welfare. 9. Experience of work in the handling and care of animals and especially in the handling and care of dogs and dogs with behavioural issues. 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p>SKILLS AND ABILITIES:</p> <p>10. Ability to drive a small or medium size van.</p> <p>11. Good level of literacy, numeracy to maintain accurate written and computer records.</p> <p>12. To be competent in the administering of routine animal medications.</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. Ability to undertake Animal Welfare enforcement.</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>PERSONAL STYLE AND BEHAVIOUR:</p> <p>19. Willingness and ability to deal tactfully and diplomatically with members of the public in stressful and confrontational situations.</p> <p>20. Willingness to work varied and unusual hours including evenings, weekends and public holidays, as required, in meeting the needs of the service.</p> <p>21. Willingness to undertake any necessary training, including external courses or workplace training, as appropriate.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>

