



Role Profile

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| Job Title: Animal Warden | Grade/ Level: L | Post Number: EH2170 |
| Directorate: Planning, Regulatory Services and Heritage | Job Family: Economy and Development | Date Prepared: November 2020 |

Role reports to (Job Title): Licensing Manager

Job Purpose:

To promote compliance with legislation with specific responsibility for issues relating to dogs and animal welfare including the encouragement of responsible ownership, animal control and welfare, dog fouling, strays and dangerous dogs.

To challenge the behaviour of people who are in contravention of the above and work with internal and external partners areas to find joined up solutions.

To participate in and contribute to the development and implementation of initiatives and standards for effective and efficient provision of services within the department.

Key Accountabilities:

1. To patrol the borough and to take responsibility for responding on behalf of the Council to complaints from the public to detect and safely capture stray dogs. To discharge the Council's legal responsibilities under the Environmental Protection Act 1990 in securing the dog in the Dog Pound where required, ensuring their eventual return to owners where possible or to be rehomed and to arrange for registration as a stray on the statutory dog register.
2. In accordance with the Councils Generic Lone working safety policy undertake the relevant provisions of appropriate legislation in respect of issuing fixed penalty notices in accordance with PACE and the Councils enforcement Protocols.
3. To investigate complaints, patrol areas and take enforcement action for all activities under the Antisocial Behaviour, Crime and Policing Act 2014
4. To promote responsible pet ownership by undertaking publicity activities including talks, press articles and visits.
5. To assist the Animal Health and Licensing Officer in the investigation of illegal importation of animals. In the event of an outbreak or suspected outbreak of rabies or similar infectious disease spread by animals assist in the operation of the emergency plan in conjunction with the Council's Emergency Planning Officer/Service.

6. To assist the Animal Health and Licensing Officer in the investigation and enforcement of other animal related legislation including but not limited to dangerous dog legislation, Animal Welfare Act 2006 and Control of Horses Act 2015
7. To investigate complaints and provide advice to other officers investigating complaints of statutory nuisance where the keeping of animals may be a factor and deal with appropriately, formally or informally in accordance with good professional practice and Council standards and procedures.
8. To assist the Animal Health and Licensing Officer in the carrying out of inspections and investigations as necessary to discharge the Councils licensing duties in relation to domestic, livestock and exotic animals.
9. To advise and assist staff and officers from the Council and other agencies where dogs may be a risk factor or barrier to their service.
10. To assist in gathering intelligence in respect of all aspects of the enforcement role and where appropriate coordinate action with others to achieve a joined up solution to these problems.
11. To investigate breaches of legislation including the taking of statements, gathering of evidence and interviewing under caution persons suspected of offences in accordance with procedural requirements and the Police and Criminal Evidence Act. In conjunction with the Animal Health and Licensing Officer and Licensing Manager to take appropriate enforcement action including reports giving recommendations and tendering evidence in court in line with Departmental policies.
12. Keep such records as may be required to ensure that the Service may satisfactorily discharge its responsibilities and monitor its achievement.
13. Provide guidance and support to other officers within the section as appropriate.
14. To respond to media enquiries as may be required under the direction and guidance of the Licensing Manager.
15. Attendance and contribution as required to support Licensing Manager at Committee Meetings
16. To give such advice and undertake initiatives as may be required to promote the work of the section including training events, press articles or other publicity matters.
17. Carry out such other duties appropriate to the post as may be required by the Licensing Manager, including where necessary the working of unsocial hours either at the evening or weekend or Bank and other holidays.
18. Undertake any other duties that can be accommodated within the grading level of the post, which may include support on all other elements of the Licensing function.
19. Handling of all methods of payments in respect of the Service.

Supplementary Accountabilities

1. To assist Licensing Manager and Animal Health and Licensing Officer to develop departmental processes and procedures in accordance with ISO9001 requirements

Job Scope:

Typical tasks supervised/allocated to others:
None

Job Scope:

Budget: None

Assets: Reflective waist coat, water proof coat, protective boots, Dog Van (£15,000), protective suit, gauntlets, restraint leads, poles, net

Knowledge and Experience:

Essentials:

- Capable of safely handling all types/breeds of dogs including nervous and other potentially challenging dogs.
- Up to date in-depth knowledge of dog behaviour and welfare.
- Customer service experience including dealing with challenging and confrontational situations. Ability to handle conflict and cope with aggression from others
- Able to deal diplomatically, sympathetically and be empathetic with members of the public
- Able to interpret advice on legal requirements
- Able to write detailed reports and professional, clear written communication with accuracy and attention to detail.
- Able to work on own initiative and as part of a team
- Flexible, able to cope with a variety of tasks
- Understanding of the Local Government Environment and the ability to work within financial constraints
- GCSE/O'level or equivalent in Maths and English in Grade C or above
- To be IT literate – to be able to use ICT packages, analyse and interpret data and to input information on to departmental IT systems.
- Able to carry out site visits including those to dilapidated buildings and rough ground both during normal office hours, evenings and weekends
- Full valid driving licence and capability to drive van.

Desirables:

- Extensive experience in the handling and care of nervous, aggressive and other potentially challenging dogs.
- Specialist knowledge of animal health and welfare legislation, in particular dogs
- Knowledge of laws of evidence, investigation and interviewing skills
- A relevant technical qualification to degree or diploma level or equivalent qualification
- Experience in care and handling of other species such as exotics and horses/livestock
- Experience in carrying out inspections of animal licensing establishments
- Experience of using Caps Uniform and Idox

Decision Making (all essential):

- Interpret legislation and apply to cases under investigation
- Ability to prioritise and drive cases on the basis of their public health importance and significance to the Council
- Able to be pragmatic and recognise the best course of action for the public good
- Able to identify instances of non-compliance and to secure evidence to support enforcement action

Contacts and Relationships:

Producing letters and reports to inform and advise as well as verbal information and presentations to: -

- Team members and managers
- Members and managers in other service areas including but not limited to the Police, RSPCA, the Council's Housing Department and relevant stakeholders
- Members of the public
- Councillors
- Public bodies and commercial companies including Veterinary Practices, the operators of the dog pound and various charitable animal groups
- At Court proceedings

Job Specific Competencies:

(All Essential)

- Commitment to partnership working
- Excellent written and verbal communication skills
- Good organisational skills
- Flexible and responsive
- An ability to deal with a wide range of customers.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: