

# Job description

Job title:	Animal Welfare and Dog Control Officer
Grade:	Dorset Grade 8
Job evaluation reference:	NE269
Job family:	Natural Environment

This job description comprises generic core duties applicable to all designated Technical Officer roles at this level within Community and Public Protection Service of Dorset Council. In addition, duties specific to the post are included in a context statement. The duties allocated may be changed from time to time to reflect the changing needs of council.

## Purpose and impact

To provide excellent customer service, specialist advice and technical support and promote the work of the Council, its purpose, aims and values.

Within the authorisations given and under the direction of the line management, to undertake a range of administrative and enforcement responsibilities relating to animal welfare and dog control services. These are designed to protect the health of the animals and public and maintain the quality of the environment.

To work flexibly and contribute as one team in order to meet the demands on the service.

## Key responsibilities

1. Working within an agreed regime of policies and procedures, investigate and resolve a caseload of service requests and undertake investigations into dog fouling ; dog on dog attacks and other poor dog behaviours; noise and nuisance issues and enforcing collar and tag and microchipping requirement.
2. Investigate reports of lost and stray dogs in accordance with agreed policy and procedures, re-uniting dogs with their owners when possible or making other suitable arrangements.
3. Carry out targeted monitoring and patrolling.
4. Administer and carry out the provisions of the Animal Welfare Act and associated regulations, including the inspection and licensing of establishments.
5. Prioritise work to meet customer service standards and maintain accurate records producing activity reports as required. Produce good quality letters and reports as required. Keep up to date with competency requirements, relevant statutory legislation and best practice.
6. Establish and maintain effective working relationships. Provide advice to the public, business community, councillors and colleagues on dog control matters and liaise with the Police, RSPCA, kennels and local vets as necessary.



## Job description

7. Prepare detailed and accurate reports and maintain and update records, complete returns and carry out related duties, ensuring the maintenance of quality data.
8. Carry out informal and formal enforcement actions as required, including and in accordance with delegated powers, the service of notices and attendance at Court. Assist with the collection and preparation of evidence for legal proceedings to be taken by the council.
9. Take ownership and lead responsibility for specialist projects or areas of work as assigned and as linked to specialist competence.
10. Make effective use of the Council's IT systems and work in line with the Council's policies and procedures.
11. Participate in a positive safety culture to protect themselves, colleagues and other people affected by the Council's activities.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### Supervision and management

Reporting to: Team Leader

Responsibility for: N/A

### Other factors

#### Resources

- Responsible for the safe keeping and correct use of Council owned vehicles.
- Responsible for the safe keeping and correct use of appropriate equipment, including general agile working devices and specialist/ technical equipment and PPE such as bodycams.
- Uniforms will be supplied.
- Responsibility for controlled stationary issued such as PACE notebooks and FPN books and ensure that all data is kept securely.
- Collection of relevant fees (appropriate to specialist roles).

### Working Environment

- Remote and lone working is required to carrying out inspections, investigations, enforcement at premises outside the control of the authority, including domestic, commercial, outdoor and remote sites. Some work will be in adverse or unpleasant environments.
- The post requires a lot of walking and standing throughout the day, with some degree of bending and occasional lifting.
- Must have an appropriate driving licence or have access to a form of transport that allows them to fulfil the full range of duties.



# Job description

## Working Conditions

- The post holder will be working annualised hours.

## Contacts and Relationships

- Extensive public contact. Officers may experience conflict in carrying out enforcement duties.
- Working with other enforcement bodies, agencies and partners.

## Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under '[Working for Dorset Council](#)'.



# Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

## Essential

Essential criteria are the minimum requirement for the above post.

<b>Qualifications/ training/registrations</b>
Required by law, and/or essential to the performance of the role
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English at grade C
2. A level 3 Animal Welfare qualification
<b>Experience</b>
3. Must be able to demonstrate experience of dog handling, particularly aggressive and fearful animals and have sound knowledge of animal welfare issues
4. Experience of using humane animal restraint methods
5. Must be able to demonstrate experience of dealing with difficult and upset people using conflict resolution skills
6. Experience of working in an enforcement role
<b>Skills, abilities &amp; knowledge</b>
7. Awareness of relevant legislation and good technical knowledge in the functions of the service area
8. Able to carry out inspections and investigations as appropriate, interpret legislation accurately, work to current guidelines and procedures and apply best practice.
9. Must be able to use of tact and diplomacy with colleagues and service users.
10. Must be prepared to routinely work unsocial hours including weekends and bank holidays
11. High standard of written and verbal communication skills
12. Good up to date working knowledge on IT packages, digital platforms and social media.
13. Able to be self-motivated and work autonomously
14. Able to form good working relationships and work well as part of a team
<b>Behaviours</b>
15. <a href="#">Responsibility</a>
16. <a href="#">Respect</a>
17. <a href="#">Recognition</a>
18. <a href="#">One Team: Collaboration</a>
<b>Other</b>

## Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.



<b>Qualifications/ training/registrations</b>
<b>Experience</b>
19. Experience within the specific service sector, using relevant enforcement powers and implementing a wide range of sanctions
<b>Skills, abilities &amp; knowledge</b>
<b>Behaviours</b>
<b>Other</b>

<b>Approval</b>			
Manager	Janet Moore	Date	5.5.2020

