

Northumberland County Council
JOB DESCRIPTION

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| Post Title: | Animal Welfare Officer | Director/Service/Sector Public Health & Protection Group - Public Protection / Public Health Unit | | Office Use |
| Band: | 6 | Workplace: South East Area Office | | JE ref: 1996 HRMS ref: |
| Responsible to: | Senior Animal Welfare Officer | Date: 07/06/2011 | Manager Level | |
| Job Purpose: To assist in the provision of an Animal Welfare Service across Northumberland and take an active part in enforcing all relevant legislation. | | | | |
| Resources | Staff | | | |
| | Financial | | | |
| | Physical | Shared responsibility for the physical resources used by area services including buildings, vehicles, tools and equipment. Keep adequate records of visits and enforcement actions. | | |
| | Clients | Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development of policies for animal welfare responsible for the development and review of procedures for the service. | | |
| Duties and key result areas: <ol style="list-style-type: none">1. To actively enforce animal welfare legislation in terms of dog control, companion animal welfare, licensing applications for animal establishments and the Clean Neighbourhoods and Environment Act provisions.2. Work collaboratively with Trading Standards, RSPCA and other strategic partners to ensure that service requirements and expectations are met.3. Undertake investigations, assignments and site, case assessments under the direction of senior Animal Welfare Officer for planning/ licensing and welfare complaints.4. Attend court and give evidence as required5. Maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.6. To assist the Senior Animal Welfare Officer with the development of policies, procedures, promotion and funding initiatives for animal welfare issues.7. To assist the Senior Animal Welfare Officer in facilitating enforcement initiatives and co-ordinated sting operations and recommendations for prosecution to the Unit Manager and HoS8. To represent and promote the Public Protection Service on a day to day basis through engagement with the public and other stakeholders. | | | | |
| The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. | | | | |
| Work Arrangements | | | | |
| Transport requirements: | Travel to land, premises and work sites, area offices or training venues throughout the County on a routine basis and further a field on occasion. | | | |
| Working patterns: | Flexi-hours apply, if cover is provided. Some requirement to carry out visits in early morning/late evening and some weekend work. | | | |
| Working conditions: | Work is predominantly outdoors in all weather conditions. | | | |

Northumberland County Council
PERSON SPECIFICATION

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| Post Title: Animal Welfare Officer | Director/Service/Sector: Development & Regulatory Services - Public Protection / Environmental Health | Ref: 1996 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <p>A good standard of general education demonstrating numeracy and literacy.</p> <p>NDWA Certificate in Dog Control or equivalent</p> <p>Knowledge of the main operational, procedural and practical issues relating to the animal welfare service.</p> <p>An understanding of the key health and safety issues relating to the service.</p> <p>An awareness of current inter/national laws, regulations, policies, procedures, and developments specifically AWA, CN&E Act.</p> <p>Demonstrates an awareness and commitment to proactive customer care and services.</p> <p>Evidence of continual professional development in animal welfare</p> | <p>Certificate in dealing with canine aggression</p> <p>Pet store training for inspecting officers</p> <p>Training in Safeguarding children</p> <p>A related technical qualification.</p> <p>Certificate of competency in handling a variety of other animals</p> <p>RIPA / PACE training</p> | a,i,o |
| Experience | | |
| <p>Experience in complaint investigation, case assessments and corporate complaint handling.</p> <p>Direct experience of enforcement, FPN's /experience of giving evidence in Court,</p> <p>Significant dog handling experience.</p> <p>Recent experience of delivering animal welfare related initiatives</p> | <p>Experience of in a particular relevant specialist area.</p> <p>Experience in using Microsoft Office</p> <p>Experience in conflict resolution, lone working, dealing with aggression (people)</p> | a,i,r |
| Skills and competencies | | |
| <p>Effectively expresses own views using appropriate means depending upon the audience.</p> <p>Good Keyboard & IT skills and competencies appropriate to the work area</p> <p>Ability to use relevant technical equipment (for example graspers, microchipping kit, noise meters & recording equipment,)</p> <p>Able to apply own initiative to overcome day-to-day operational problems.</p> <p>Prepares written, verbal and other media that are rational, convincing and coherent.</p> <p>Applies a methodical approach to problem solving.</p> <p>Manual handling and personal safety skills for dealing with large, injured, diseased or aggressive animals.</p> <p>Negotiation skills and able to persuade others to an alternative point of view.</p> <p>Remains calm and logical in stressful and difficult situations.</p> | <p>Skilled in the use of Microsoft Office.</p> <p>Canine microchipping</p> <p>Canine first aid</p> <p>Handling skills for a variety of animals</p> | a,i,r,p,o |
| Physical, mental and emotional demands | | |
| <p>Ability to deal with large, aggressive animals sometimes in cramped or open spaces</p> <p>Ability to work in cramped spaces or in awkward positions in the course of inspections, for example looking in kennels/ sheds, roof spaces, plant rooms, cellars, examining drainage/sewerage.</p> <p>Prolonged sitting for example driving, at a desk, using a PC.</p> | | a,i, |

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| <p>Standing and walking sometimes significant distances generally and in the course of inspections.</p> <p>Lifting and carrying animals and technical equipment, use of heavy bite suit and other essential ppe.</p> <p>Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training.</p> <p>Organoleptic assessment of odours.</p> <p>Audible assessment of noise.</p> <p>Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work.</p> <p>Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers.</p> <p>Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others, for example, committee reports, the need to respond to an urgent and serious problem, animal injury or welfare infectious disease notification.</p> <p>Emotional demands in frequently dealing with individuals in connection with environmental health matters who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions.</p> <p>Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute.</p> <p>Emotional demands frequently dealing with aggressive, angry or upset persons in connection with enforcement activities, lost / injured animals or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or disturbed.</p> | | |
| Other | | |
| <p>Full driving licence</p> <p>Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.</p> | | licence |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits