

# Job summary

**Role title:** Dog Warden

**Department:** JET, Neighbourhood Operations

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## General Role Description

The Dog Warden is responsible for fulfilling the Council's statutory duties relating to stray dogs. This includes the collection, care, and reunification of stray animals. The role also involves enforcing legislation concerning dog fouling and breaches of Public Space Protection Orders (PSPOs).

In addition to enforcement, the Dog Warden will actively promote responsible dog ownership through education and community engagement, helping to protect and enhance the quality of Reigate & Banstead's public spaces and environment.

## Top Ten Duties and Responsibilities

### 1. Collection and Reunification of Stray Dogs

Promptly collect stray or lost dogs reported by members of the public or veterinary practices, and, where possible, reunite them with their owners in a timely manner.

### 2. Borough Patrols and Enforcement

Conduct regular patrols of the borough's roads, parks, and open spaces, issuing Fixed Penalty Notices (FPNs) for dog fouling and breaches of Public Space Protection Orders (PSPOs) when appropriate.

### 3. Legislative Compliance

Maintain a thorough understanding of relevant legislation relating to dog control, including fouling offences and the enforcement of PSPOs.

### 4. Complaint Investigation and Resolution

Investigate complaints from the public regarding dog-related issues (e.g., loose dogs, fouling), aiming to resolve them efficiently and satisfactorily.

### 5. Record Keeping

Accurately maintain digital records of lost and found dogs and ensure the Stray Dog Register is consistently up to date.

### 6. Collaboration with Animal Welfare Organisations

Work in partnership with the police, RSPCA, and other relevant organisations when dealing with dog welfare concerns, referring reports to the appropriate body where necessary.

### 7. Liaison with Key Stakeholders

Collaborate with both internal teams (e.g., Environmental Health, Licensing, Street Cleansing) and external partners (e.g., RSPCA, Surrey Police, Raven Housing Trust) to deliver a coordinated service.

### 8. Promotion of Responsible Dog Ownership

Engage with dog owners and the wider public to promote responsible dog ownership

through regular contact, educational initiatives, and attendance at community events, such as school visits and public fairs.

9. **Equipment Maintenance**

Ensure all operational equipment is kept clean, functional, and in serviceable condition at all times.

10. **Stock Management**

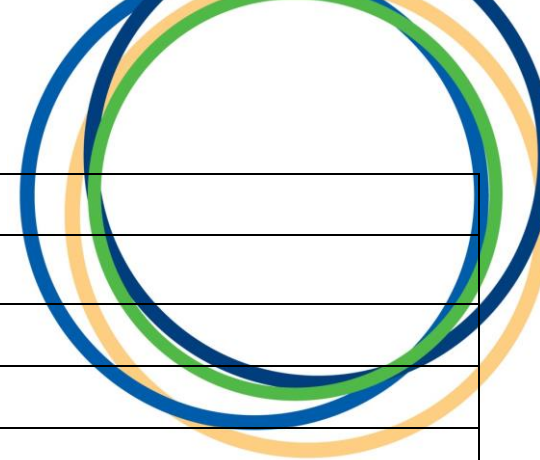
Monitor and maintain adequate supplies of educational materials, including leaflets and dog waste bags, to support public engagement efforts.

# Person specification and interview assessment form



Candidate name			
Contact number			
Role title			
Date of interview		Signed by recruiting manager	

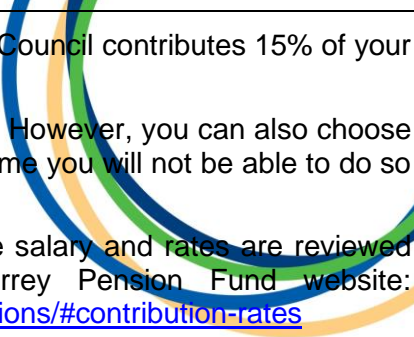
Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
<b>Qualifications</b>			
Full manual driving licence	E		
Professional animal qualification	P		
<b>Experience and achievements</b>			
Knowledge of relevant legislation relating to dogs	P		
Working experience of handling and caring for dogs of different sizes and temperaments, including dangerous/aggressive dogs	P		
Experience of using a range of equipment for restraining and transporting dogs.	P		
Keep accurate and detailed written/computer based records.	E		
Manage and prioritise own work and team resources to meet targets and deadlines	E		



<b>Role required competencies and behaviours</b>			
Confidence in dealing with dogs and communicating with members of the public	E		
Able to keep calm under pressure	E		
Knowledge of both Microsoft Word and Excel	E		
<b>Corporately required personal qualities and behaviours</b>			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
<b>Total Criteria Score</b>			<b>Feedback to be given to candidate:</b>
Essential Criteria Score			
Preferred Criteria Score			
<b>Appointment choice number</b>	1st / 2nd / 3rd		

# Summary of employment package

<b>Place of work</b>	The role will be primarily based at <b>Earlswood Depot, Redhill</b> We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
<b>Salary</b>	Graded Operative 2 to Technical Specialist 3, the salary will be in the region of <b>£25,245 – £32,049</b> per annum dependent upon experience and qualification. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
<b>Duration of contract</b>	The contract will be offered on a fixed term basis for 2 years on date of appointment
<b>Probationary period</b>	Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.
<b>Hours of work</b>	Hours of work are nominally 36 hours per week.
<b>Employment Benefits</b>	
<b>Flexible working hours</b>	Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.
<b>Annual leave</b>	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.



<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<b>Professional subscriptions</b>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.</p>
<b>Car parking / Travel loan scheme</b>	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
<b>Cycle purchase scheme</b>	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



## Other Conditions

<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"><li>• at least two satisfactory references</li><li>• eligibility to work within the UK, and proof of your identity</li><li>• evidence of relevant qualifications</li><li>• medical clearance (as manual handling / driving is an intrinsic requirement of the role)</li></ul>
<b>Fleet driver</b>	<p>You will be classed as a 'fleet driver' for the Council and need to agree to the terms of the fleet drivers policy, which includes agreeing to a health assessment, driving assessment, regular eye checks, and for the Council to undertake regular driving licence checks.</p>
<b>DBS clearance</b>	<p>Employment with the Council will also be subject to receipt of standard / enhanced Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.</p>
<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate &amp; Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p>

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

