Job title: Kennel Assistant

Main purpose of the role:
Provide care for the dogs boarding at the Dog Section to ensure compliance with Essex Police policy and adhere to best practice. Provide exercise, food and grooming for dogs boarding in the kennels to ensure that the high standards of welfare to the dogs is maintained at all times.

Grade: SCALE 2

Role code: EOP0238

Status: Police Staff

Home Office code: Operational Support

Main responsibilities:
- Maintain the cleanliness of the Kennels, runs and ancillary buildings directly connected with the Boarding Kennels, e.g. bathing and food preparation areas, to ensure that high standards of hygiene and dog welfare are maintained at all times.

- Exercise the dogs including providing mental stimulation to ensure that their physical and psychological needs are met and that force protocols are complied with.

- Monitor health checks for all dogs, notifying staff of any concerns and transporting to vets when required to ensure that the welfare of the dogs are continually checked and any welfare/health issues addressed.

- Maintain any records relevant to the care of dogs in order to ensure that information regarding the dogs are accurate and current.

- Ordering, including monitoring, review, collection and distribution of food and supplies to ensure best value for money for the force is achieved

- Receive visitors, such as Lay visitors to the Kennels and discuss the care of the dogs as appropriate in order to provide a high level of customer service and understanding of the dog section..

- Assist in the coordination of re-homing, including assessment of potential candidates in order to ensure the best outcome for the dog and new owner(s)

- Assist in the coordination of the puppy programme in order to ensure and that the welfare needs of the mother and her litter are met.

- November 2014

Vetting level:

Necessary experience:
Mandatory

The job holder must have a full clean driving licence to enable legal transportation of dogs as directed.

The job holder will be required to undertake a hearing test prior to commencement of the role and this will be repeated annually

Essential

The job holder will be expected to undertake a force drivers safety assessment prior to commencing any driving duties on behalf of the force. This will involve driving a transit van and individuals will be trained on this.
It would be essential for the job holder to have some experience of caring for dogs within a working or living environment and have a confident approach when in close contact with them, as the job holder will have close contact with dangerous dogs. The job holder has close contact with force dogs who have the ability to be aggressive and unpredictable, therefore the job holder will always have to be risk aware at all times and ensure the safety of themselves and other individuals on site.

The job holder will gain an understanding of the Dog Welfare Lay Visitors Scheme whilst in post.

Desirable

It would be desirable for the job holder to have knowledge of relevant force policies

IT Literate with basic working knowledge of MS Office Suite and knowledge of EP Bespoke Systems

Other

Flexible working approach is required as the job holder will be required to work at weekends as part of their normal pattern of work and from time to time will work unsociable hours during the puppy programme.

Behaviours:

Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt
to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

**Take Ownership (Level 1)**

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

**Values:**

**Impartiality (Accredited)**

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

**Integrity (Accredited)**

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

**Public Service (Accredited)**

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

**Transparency (Accredited)**

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

**Technical skills:**

**Dog Handling (Level 3)**

Shows a good working knowledge of the requirements and responsibilities of the dog section and / or demonstrates the skills and abilities of dog handling as taught on the Basic Dog Handlers Course. Shows empathy with the dog. Has the ability to introduce basic obedience with the dog and continually re-enforces techniques taught.

**Driving (Level 3)**
Can drive police vehicles following an authorisation test. Undertakes checks to ensure roadworthiness of vehicles before use including, tyre pressures, lights, fuel, oil and water. Completes vehicle mileage logs. Ensures that the vehicle is kept clean and tidy. Ensures security of police vehicles when leaving unattended. Conforms to all relevant legal requirements for the use of motor vehicles.

**First Aid (Level 3)**

Can take charge of a situation and render basic life support, if an injury or illness should occur, having satisfactorily completed (BLS) training covering choking, CPR, effective control of bleeding and the recovery position. Demonstrates competence to an approved standard and holds the required certificate. Retention of competence will be subject to basic refresher training and re-assessment every three years.

**Know. of Police Environment & Policy (Level 3)**

Has a basic awareness of current policing issues, the environment in which Kent Police and / or Essex Police operate and developments in the way the County is policed. Possesses sufficient knowledge of the roles of the various Areas / Departments, organisation structures and police systems to operate effectively. Understands appreciates and adheres to working procedures, practices and policies relevant to the current role. Familiar with Force goals and local business plan objectives.

**Mgmt of Police Information (MOPI) (Level 3)**

Has a basic understanding of the APP for Information Management (incorporating MOPI guidance) and its practical application. Recognises when there is a policing purpose to record information. Is familiar with the NPCC Retention Schedule. Takes personal responsibility to ensure information is recorded accurately and is retained for as long as it has a policing purpose and is stored in such way to allow it to be accessed by those with legitimate reason. Securely disposes of material which no longer has a policing purpose. Has successfully completed all standard relevant Information Management and Security, training package(s). Accurate use of Government Security Classification (GSC). Ensures physical and digital records are stored with appropriate security relevant to the sensitivity of the documents.

**Risk Management (Level 3)**

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

**National Occupational Standards:**