

NBC

ENVIRONMENT

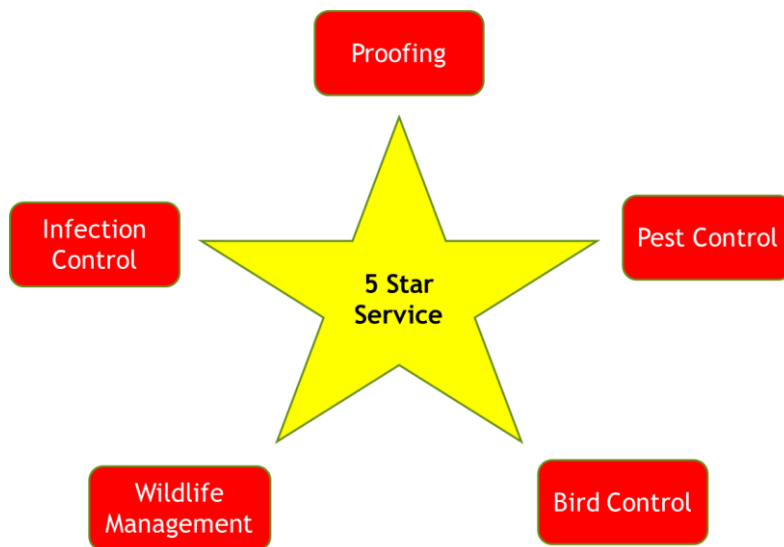


Job Description
Wildlife and Environment Operative

► An introduction to NBC Environment

A Pest infestation of any kind no matter how small can have big consequences and as the wildlife that has the potential to have an adverse effect on business is all around, issues for clients with large estates can often be numerous and frequent. NBC recognise that those who manage this category do not want the distraction this can cause, and we have modelled our offering on servicing high dependency customers with large property portfolios.

NBC offer a complete holistic service delivering expert advice and ethical solutions which support and embrace our corporate clients increasing sensitivity towards their legislative requirements and sustainability objectives.



NBC are not an inflexible corporate giant although this does not mean we do not have the capability to cope. NBC is a Company of People all motivated towards a common objective to shape the business towards the customers needs and often specific requirements that are unique to them. Our people are our difference they can be relied upon to be there 24/7 to take ownership of their customers challenges and resolve them quickly in a manner that is socially conscious and environmentally responsible.

NBC embrace innovation in process and technology (BCPA award winners 'Innovation') which see's high levels of efficiency within our systems reducing customer administration and new levels of transparency within our MI reporting that provides accurate understanding of our performance in managing the risks within the estate.

NBC's culture of customer care is demonstrated in our impressive list of customers and high retention.

University of
Kent



National
Trust

**MORGAN
SINDALL**



savills
Ministry
of Defence

easyJet

TESCO

Virgin
money

▶ Expert – 27 years unrivalled experience & knowledge

Established in 1993 NBC are leading experts in all aspects of Bird, Pest, wildlife, and infection control with vast experience over a huge variety of scenarios providing the knowledge necessary to give you the most effective solution.

▶ Ethical – With control comes responsibility

NBC believes that pest control companies should operate responsibly and seek sustainable solutions rather than focus on extermination. Regulation, public perception, and client requirements now demand a deeper and more integrated approach to managing situations where wildlife conflict occurs to minimise risk to businesses and public health.

▶ Innovation – Pursuit of excellence

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▶ Value – Quality, cost effective solutions

Each service is designed to complement another providing an unrivalled offering to our clients. Working with a huge number of clients across various sectors including utility companies, local government authorities, construction, highways, aviation, retail and warehouse outlets and the leisure and tourism industries. Partnering with major companies including Tesco, the RAF, and Thames Water.

Our clients are extremely important to us and our employees have real passion for their work which shines through in their dedication to outstanding service.



NBC Provide Bird, Pest & Wildlife services to the RAF on 7 airfields.

A message from our Managing Director



With the benefit of 28 years of trading NBC have a portfolio of over 1,325 customers built on providing expert solutions to the conflicts that can occur between business and wildlife, solutions delivered ethically by talented people who aspire to deliver a service that is not just the best they can do but the best anyone could do.

We have built a Niche around our ability to provide not only pest control services but also bird and wildlife management all over the UK. This allows us to compete with the established pest control Brands for the premium clients who value quality, safety and the environment who as a consequence are prepared to pay appropriately and who at the moment want more choice.

The market and opportunity for the NBC is strong despite the challenges many businesses have faced in 2020. Managing the risk associated with pests to prevent the spread of disease , protect public health and ensure flight safety is a necessary requirement and as such largely protected from the impacts of the Pandemic and any recession that could result as a consequence meaning employment at NBC is safe and secure

In fact NBC has had a record year with 30% growth resulting in sales approaching £6m. NBC are only as successful as the people within the company and we seek to encourage individuals to be the best they can be and make a difference. Most importantly we are a close team who share the same objectives, good, nice people who have respect for themselves and others because our success is interconnected not only through the many team bonuses and incentives we offer.

We seek likeminded people, ambitious and motivate who want to be challenged, who want to feel they have achieved something at the end of the day to help us maintain our current trajectory.

If you are looking for secure employment with good financial rewards, opportunity to better yourself in a friendly inclusive environment please contact us.

vacancies@nbcenvironment.co.uk or call the office on 01953 457979.

I look forward to working with you,

Kind regards

John Dickson

Managing and founding director.

NBC Environment

Reporting to: Regional Team Leader

To support the Regional Team Leader to deliver Bird, Pest, Wildlife, and disinfectant services to achieve high levels of customer satisfaction, bird/wildlife/staff welfare and profit.

The job involves delivery of all aspects of Wildlife Management including, Bird proofing, Falconry and pest control working mobile in the area.

NBC Values
<p>Entrepreneurial, everyone should feel connected to NBC's success and feel they can influence the organisations performance.</p>
<p>Expert. Recognise our talents and those around us and seek learning to be even better.</p>
<p>Passionate Care about what you do, enjoy yourself and don't be afraid to show it.</p>
<p>Innovative, Seek and communicate ways in which we can all be even better.</p>
<p>Respect for colleagues, clients and the environment.</p>
<p>Ethical, act with integrity and honour.</p>

Required Attitude

- **Professional**, desire to exceed customer expectations.
- **Personable**, social with strong values.
- **Team Player**, with can do attitude.
- **Hard Working** to meet targets and be the best for yourself and your team.
- **Applied interest** in the countryside/natural environment and/or ecology.

Our Commitment to You

NBC Environment will invest in every employee to ensure that you become the best you can be to deliver expert service and desire that your experience with the company deliver.

- Opportunity
- Recognition
- Reward
- Enjoyment

This investment will include a commitment to an agreed number of non-fee earning days assigned to the technician (depending upon Grade) for training, development and team building purposes. The company will also assign a Training Mentor to identify skill requirement and assist you with your development within the company.

Staff welfare is a high priority. Monthly audits are carried out with all Team Leaders where the Regional Manager will not only assess the performance of the Team Leader but they will also be asked to give their own feedback providing all with a monthly opportunity to document and communicate with management any items that are effecting their performance or wellbeing. These monthly reports are effectively monthly appraisals and give the company an understanding of an individual's performance against their grade and where that individuals performance exceeds expectations enable the company to consider their promotion enabling staff to have some control on their career path within NBC.

Communication is a challenge for a remote work force which NBC recognise and take steps to address ensuring the whole mobile team for each region meet each month. You will responsible for organising these meetings with your team to share experiences and work together to make the region as good as it can be so that no remote worker is left feeling separate from the company and they can develop friendships. Our people are encouraged to communicate any issues that may be effecting them be it in their private or professional lives and NBC have many channels to assist this such as the "Employee assist program" through Peninsula the "we are listening surveys" and staff welfare committee.

Commendations:

We intend to create an environment where everybody supports each other recognising those who go further to support their colleagues, clients, and the business. Directors, Management, Team Leaders and Staff are encouraged to report their own and others exceptional performance or commitment through an online form and a table will be published within the monthly reports to show each regions commitment. These commendations will not only result in a prize for the top performing region but will also be considered in applications for promotion.

Objectives:

- Utilise the resources available to develop yourself to be an expert in wildlife management.
- To communicate effectively with respect to colleagues to develop positive relationships.
- To deliver effective solutions with exceptional levels of customer service.
- Keep the birds in good health and feather and ensure they fly free in an effective manner to disperse nuisance birds.
- Complete Geopal as required to demonstrate work is completed so the business can invoice. Log in and out daily.
- Respond to calls, texts, and emails within 2 hours during the working day.
- Pass 4 leads per month to sales.
- Maintain 90% state of service on pest control routine visits.
- Complete works safely with zero H & S or environmental Incidents

Responsibilities

You will be responsible with the Regional Team Leader for the performance of the Region not just financially but in relation to quality and safety. Ensure work is carried out safely and in a way that prevents our operations having an adverse effect on non-target wildlife.

- Look after company equipment and vehicles and ensure when used they are fit for purpose.
- Care for any birds of prey to NBC Welfare policy ensuring they have food, shelter and water and are not exposed to freezing conditions.
- That you are fit and available for work and presentable wearing NBC uniform.

Duties

- Provide a high level of care to the birds in your possession ensuring you maintain the standards of the NBC welfare policy.
- To Fly the birds during the day in a manner which is effective.
- To house and care for the birds outside the normal working day and if and when you are unable transfer them to an NBC approved keeper.
- Carry out daily activities as identified in Geo pal and communicate any influences that may either make that not possible or improve efficiency.
- Carry out the procedures required on visiting sites and ensure your own and public safety at all times
- Complete pest control services according to BPCA standards ensuring sufficient stock in your vehicles keeping poisons and baits safe at all times.
- Carry out routine visits to sites to inspect for rodent activity and complete treatment where and when necessary.

Work Requirements:

You are a mobile operative whilst you will be allocated to a branch and given an area you may if the business requires be asked to work outside this area which may for short period's mean time away from home. This is neither frequent nor normal but may be required during certain periods.

5 days per week variable days and hours. Monday to Friday, 8am to 5pm generally however some weekend or out of hours work may be required.

20 days + public holidays. 10 days to be taken between 1st November and 28th February. We operate a Time off in Lieu system which can be utilised to provide some flexibility. Additional holiday is provided for longer service.

Remuneration:

All grades are subject to a London Weighting of £ 2000 where applicable

Trainee: £18 000 pa salary plus vehicle, fuel card, mobile phone

A Trainee Operative may have no relevant experience or only some relevant experience. A trainee would be given an agreed training programme and KPI's which upon achievement would result in the trainee advancing to Grade C Operative. Reviews would be held at 3, 6, 9 and 12 months service to assess progress and achievement.

Assigned training days – 25 p.a.

Overtime at standard rates for Mon – Sat, Double Time Sunday/Bank Holidays

Grade C Operative: OTE £24 000 vehicle, fuel card, mobile phone

Overtime worked as a result of the Operational requirements of the Company will be paid at standard rates for Mon – Sat, Double Time Sunday/Bank Holidays

An allowance will be paid where technicians are in possession of their own Birds and equipment. This will be paid monthly at the agreed rate stated in the Employee Handbook. Birds must be effective, in good feather and in flying/working condition and be available for work use

Lead Bonus – Any lead passed to NBC which results in work being successfully converted will be credited to the technician. Commission will be paid to the technician at a rate of 5% up to a maximum of £250

On call- Ooh's bonus payments

Annual Profit share Bonus – Operatives who achieve an end of year average of 90% or more will be entitled to a bonus based on the annual net profits of the Company.

Any extra hours worked as a result of the Operational requirement of the company will be paid as overtime unless the operative requests that it be taken as time off.

Any excess travel time incurred as a result of unforeseen circumstances will be credited to the operative as time owed. Any time owed to the technician can be taken at their request subject to approval by their Team Leader.

Grade B Operative: OTE £26 000 vehicle, fuel card, mobile phone.

Grade A Operative: . OTE £28 000+, vehicle, fuel card, mobile phone.

Grade A Operative will also be required to have achieved BPCA level 2 qualification via the online learning module and an average RPM of £400.