

# Job Profile

**Enforcement and Regulation Manager**      **Grade: job size 2 (Hay ID 168C)**

**Date: May 2025**

## About the Job:

To lead and manage the Council's services and projects delivering private sector housing regulation and enforcement, Planning Enforcement, Envirocrime and contribute to shaping and delivering the Council's strategic and corporate objectives.

To be part of the City Council's wider leadership team supporting the strategies, plans and policies of the council, ensuring the sustainable delivery of effective, efficient, innovative, and entrepreneurial services and the development of strong and cohesive communities. Work to build constructive operational relationships within and beyond the City Council, including councillors.

## This is what we need you to do...

- To act as the Council's strategic advisor and subject matter expert on all matters relating to environmental and planning enforcement and housing regulation to both SMT and Cabinet
- Lead, motivate and empower the team by coordinating workload and providing direction and guidance ensuring that productivity and customer satisfaction is of a high standard and the service is resilient and able to respond effectively to demand.
- To act as strategic lead for private sector housing regulation services to secure appropriate standards of safety, amenity and wellbeing
- To lead the efficient and effective implementation of the Council's statutory responsibilities with regard to environmental and planning enforcement and housing regulation.
- To lead the development and implementation of effective strategies to deliver these services, working creatively to respond to a frequently changing context and environment.
- To be the subject matter expert on these matters and maintain an up-to-date knowledge of trends, legislation and policy developments
- To develop and lead on innovative approaches to enforcement and regulation.
- Manage service delivery within agreed budgets and ensure the effective deployment of resources so that the Council achieves its objectives within the overall council plan
- Lead the delivery of innovative services that are designed to meet customer needs and expectations
- Manage the performance of staff, enabling individuals to maximise their contribution, to deliver great services and hold them to account for the delivery of their objectives. Foster a culture of continuous personal and professional development and effective performance management
- Support the development of entrepreneurial and commercial opportunities to generate income, reduce expenditure and deliver financially sustainable services
- Develop constructive influential partnerships with stakeholders (internal and external); and through effective engagement and clear communication, create a collaborative working environment that drives performance and continuous service development
- Understand and manage risk
- Lead by example, inspire transformational change and display the Council's behaviours and values at all times
- Carry out such duties as may be required and are commensurate with the grade of the post, including participation in the City Council's emergency response team
- Champion the principles of asset-based community development and ensure that they are embedded within the service area

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have...

#### Experience

- Extensive experience of successfully leading, developing, and implementing policies and projects in a dynamic, politically sensitive environment
- Detailed knowledge of, and experience of working within a regulatory or enforcement environment with a pragmatic understanding of the wider functions within a local authority, to allow innovative and complex problem solving.
- Successful track record of working with contractors, partner agencies and community groups to maximise resources available for service delivery
- Experience of service innovation or transformation
- Extensive experience of managing budgets
- Experience of coping well under pressure and in difficult high-profile public situations

#### Knowledge, Skills and Understanding

- Ability to lead, manage and motivate staff
- Positive attitude to change and ability to identify and implement new opportunities
- Well-developed planning, analysis and implementation skills
- Well-developed ability to present complex information and reports in a concise and clear manner either orally or in writing
- Politically aware with the ability to identify and respond to political context and act as the principal advisor on matters relating to housing strategy and delivery, advising senior officers and councillors where required
- Extensive negotiation and engagement skills and ability to Work alongside councillors in the effective design, development and delivery of plans, projects and programmes
- Leadership and management of high performing supervisors and teams including successful experience of the management of a range of HR and workforce development requirements
- Deep understanding of the sector's challenges and constraints to enabling , innovation and , capitalisation on opportunities to deliver positive benefits for the City

#### Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City Being:** loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 3 of Gloucester City Council's Employee Behaviours Framework

#### Education & Qualifications

##### Essential

- Graduate level qualification relevant to the remit of the post
- Project or Programme Management qualification or equivalent experience

#### Special Conditions

To support an emergency and out of hours arrangement (not routine)