

# Job Profile

## Business Support Officer (Enforcement and Regulation). Grade: E Date created: 06 February 2026

### About the Job:

Reporting to the Enforcement and Regulation Team Leader(s), to be a senior support officer for the team providing technical, administrative and project support to the Enforcement and Regulation Service.

To work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of the statutory and administrative functions of the teams.

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

- To be able to undertake all the duties associated with a Business Support Officer, and;
- To act as lead business support officer responsible for processing HMO Licence and Disabled Facility Grant applications, financial administration and debt recovery, legal searches, coordinating FOI, Data Protection and Subject Access responses and any other technical functions within the service.
- To champion change and set good examples to the team and across the organisation.
- To provide operational support to the enforcement and regulation Service (Private Sector Housing, HMO Licensing, Disabled Facility Grants, Planning Enforcement and Enviro-Crime).
- To proactively adapt and update business practices, procedures to ensure the needs of the organisation are met.
- To support the team leader in identifying and implementing team training requirements.
- Create a collaborative working environment that drives performance and continuous service development.
- To contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Team Leader.
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right first time.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Take on any other additional duties as reasonably required within Gloucester City Council.

### 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

- Experience of proactively providing business administration support and advice to colleagues and similar service areas.
- Experience of using defined business processes and to identify and implement service improvements
- Experience of promoting positive change within a team
- Experience of operating within a multi-disciplinary team and managing a busy and varied workload
- Experience of processing HMO Licence and Disabled Facility Grant applications, financial administration and debt recovery, legal searches, coordinating FOI, Data Protection and Subject Access responses

### Knowledge, Skills and Understanding

- To support the team leader in assisting other members of the team by providing business administration advice and support
- Knowledge of working to statutory and legislative standards relevant to the position
- Knowledge of business processes and operational issues relevant to the position
- Ability to embrace transformation and change, think innovatively and use initiative to overcome barriers.

### 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 1 of Gloucester City Council's Employee Behaviours Framework - [Gloucester City Values and Behaviours Framework.docx](#)

### Education & Qualifications

#### Essential

- A good level of general education including GCSE maths and English.

#### Desirable

- Relevant professional qualification in Business Administration or specialist areas such as environmental health or Housing.