

## Role Profile

Role Details			
<b>Role Title</b>	<b>Business Service Manager</b>	<b>Section</b>	<b>Finance</b>
<b>Division</b>	<b>Support Service</b>	<b>Report To</b>	<b>Financial Controller</b>
<b>Grade/Salary</b>	<b>SCP45-48</b>	<b>Date Completed</b>	<b>25 April 2025</b>
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p> <p><b><u>Our Values</u></b></p> <p>Community – To build more sustainable communities through social, economic and community engagement.</p> <p>Trust – To be trusted by our employees, clients, and partners.</p> <p>Ambition – To do more for our client and partners and provide more opportunities for our employees and stakeholders as part of our change and growth strategies, succession planning and sustainability.</p> <p>Honesty – To promote at all times in our communication with all stakeholders promoting partnerships and sustainability.</p> <p>Excellence – To deliver quality in everything we do.</p> <p><b><u>Our Mission Statement</u></b></p> <p>To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.</p> <p><b><u>Benefits</u></b></p> <p>As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:</p> <ul style="list-style-type: none"> <li>– A rewarding career with a competitive salary.</li> <li>– Access to contributory pension scheme – Strathclyde Pension Fund.</li> <li>– Excellent annual leave entitlement</li> <li>– Enhanced maternity, paternity, and adoption/shared parental leave.</li> <li>– Access to excellent health and wellbeing initiatives.</li> <li>– Access to a discounted gym membership.</li> <li>– Facility to make payments directly from your salary.</li> <li>– Workplace parking and more.</li> </ul>			

## Role Summary

The Business Service Manager is a key member of the Finance team at City Building and is responsible for the effective management of the organisation's creditors and sales functions.

The Business Service Manager will lead a team to ensure that all financial transactions – including invoices, credit notes and adjustments – are processed accurately, efficiently and in line with internal controls and regulatory requirements. A key aspect of the role involves ensuring invoices are correctly coded, that VAT is treated appropriately, and that supplier, customer and employee records are properly maintained and kept up to date. They will also be responsible for managing the internal escalation of financial queries to ensure these are dealt with promptly and effectively.

The role requires close collaboration with managers across the business to identify opportunities for process improvements and to deliver efficiencies. The post holder will regularly review existing procedures, contribute to working groups implementing new finance or IT systems, and play an active role in supporting wider service reform initiatives. They will also oversee the completion of reconciliations in line with agreed timescales, review banking entries for accuracy, and carry out any required bank transfers to ensure financial integrity is maintained.

Additionally, the Business Service Manager will be responsible for leading, supporting and developing their team to meet tight financial deadlines and the ongoing needs of the business. The role also involves working closely with the Financial Governance Team to ensure compliance with accounting requirements and organisational policies. As a senior member of the Finance team, the post holder will support both the Financial Controller and the Divisional Director – Finance in the delivery of the organisation's financial strategy. They will also be required to liaise with a range of internal and external stakeholders, including Glasgow City Council, Wheatley Housing Group, and People Services to ensure that all work is delivered in line with legislative requirements and best practice.

*At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.*

## Role Outputs

Role Output:	Includes the Requirement to:
Efficient Processing of Financial Transactions	<ul style="list-style-type: none"><li>– Ensuring all purchase invoice, credit notes, and financial adjustments are processed accurately and within agreed timescales.</li><li>– Ensure a robust process is in place for the prompt entry and coding of financial documents.</li><li>– Implement quality control checks to avoid errors in VAT treatment or coding.</li><li>– Ensure working capital and cash-flow is reviewed in a timely manner</li></ul>
Accurate and Up-to-Date Financial Record	<ul style="list-style-type: none"><li>– Oversee the creation and maintenance of master data within finance systems.</li><li>– Conduct regular reviews and audits of record to ensure compliance with data quality standards.</li><li>– Ensure all supplier, contractors, and external stakeholders' data is accurate and kept up-to-date.</li></ul>
Effective Resolution of Financial Queries	<ul style="list-style-type: none"><li>– Ensure internal and external queries related to creditors and sales are resolved efficiently and within agreed timescales.</li><li>– Develop and maintain an internal escalation process for handling complex queries.</li><li>– Allocate queries appropriately across the team and track resolution status.</li><li>– Engage with internal and external stakeholders and to resolve issues effectively.</li></ul>
Stakeholder Communication and Relationship Management	<ul style="list-style-type: none"><li>– Establish strong relationships with key stakeholders across the organisation, including executives, and department heads, to maintain effective working relationships and understand their needs and requirements.</li><li>– Communicate Finance initiatives, progress, and performance metrics effectively to stakeholders, ensuring alignment with business objectives and expectations.</li></ul>

	<ul style="list-style-type: none"> <li>– Solicit feedback and input from stakeholders to continuously improve Financial services and support the company's overall mission and goals.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>– To carry out work in accordance with the Health and Safety at Work Act 1974</li> <li>– To ensure that all Health and Safety requirements are adhered.</li> <li>– Report all Incidents and Accidents at the earliest opportunity.</li> <li>– Ensure a safe working site at all times.</li> <li>– Ensure wellbeing is a priority.</li> </ul>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> <li>– Comply with and implement all City Building Policies and Procedures.</li> <li>– Act ethically and with integrity.</li> </ul>
General	<ul style="list-style-type: none"> <li>– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. Leading on Toolbox Talks as required.</li> <li>– Complete all compulsory GOLD and Safety Media training for your role.</li> <li>– Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.</li> </ul>

### **Key Behaviours and Competencies**

**Our Business Service Manager will demonstrate the following behaviours and competencies:**

<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Interpersonal and Communication	<ul style="list-style-type: none"> <li>– Ability to communicate clearly, confidently and appropriately for a range of stakeholders. Delivering information without jargon to suit different audiences i.e. finance staff, managers across the organisation, and external bodies.</li> <li>– Maintain professional and effective communication with external parties such as suppliers, Glasgow City Council and Wheatly Housing Group.</li> <li>– Handle sensitive discussions such as invoice disputes with empathy.</li> <li>– Provide clear written reports, briefings, and documentation to support decision-making and audit requirements.</li> </ul>
Organisational and Planning Skills	<ul style="list-style-type: none"> <li>– Possess the ability to plan and prioritise effectively to meet deadlines, manage competing tasks, and maintain a high standard in a deadline driven environment.</li> <li>– Develop clear team plans, timelines, and monitoring tools to ensure deadlines are consistently achieved.</li> <li>– Anticipate peak periods (i.e. financial year-end) and plan resources accordingly.</li> <li>– Maintain an organised and structure approach to work, ensuring team members are clear on what is required and the timeframe.</li> </ul>
Analytical and Problem-Solving Skills	<ul style="list-style-type: none"> <li>– Possess the ability to assess financial information, identify discrepancies, interpret data, and solve problems, efficiently and accurately.</li> <li>– Review system outputs and reconciliation to spot and investigate anomalies or errors.</li> <li>– Take ownership of resolving financial issues, whether they relate to supplier payments, payroll discrepancies, or system limitations.</li> <li>– Analyse financial processes to identify inefficiencies or areas of risk, using evidence to recommend solutions.</li> <li>– Support decision-making by interpreting financial reports, providing clear data-driven insights.</li> </ul>

Ongoing Training and Professional Development	<ul style="list-style-type: none"> <li>– Complete all necessary training.</li> <li>– Be open to mentorship and guidance for improvement from more experience colleagues.</li> </ul>
Leadership and Management	<ul style="list-style-type: none"> <li>– Ability to inspire, motivate, and manage your team. Provide clear direction, manage workloads effectively, and ensure your team has the necessary resources, support, and training.</li> <li>– Demonstrates a commitment to staff development, identifying training needs, providing opportunities for professional growth, and empowering staff to deliver excellent service.</li> <li>– Hold team members accountable for their work performance, ensuring tasks are completed to a high standard and within the required timeframes. Address any performance issues or concerns swiftly and professionally.</li> </ul>
Relationship Building and Collaboration	<ul style="list-style-type: none"> <li>– Ability to work effectively and collaboratively in a team environment with both executive colleagues and direct reports.</li> <li>– Strong relationship and stakeholder management skills for both internal executive and Finance team colleagues, as well as external contacts.</li> </ul>
Adaptability and Process Improvement	<ul style="list-style-type: none"> <li>– Embrace and drive changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery.</li> <li>– Ability to manage and adapt to procedural changes, ensuring smooth transitions and continuous improvement.</li> <li>– Stay up to date with new technologies and best practices that can improve operations and lead to better outcomes for City Building and our stakeholders/clients.</li> <li>– Experienced in managing transformational and organisational change.</li> </ul>
Trust and Confidentiality	<ul style="list-style-type: none"> <li>– You must ensure that any sensitive information is handled confidentially and responsibly.</li> <li>– Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.</li> </ul>
Ethical and Professional Integrity	<ul style="list-style-type: none"> <li>– Able to demonstrate honesty and transparency in all professional dealings, particularly regarding survey findings and reporting.</li> <li>– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</li> </ul>

### Person Specification

The Business Service Manager will have substantial experience of working within a busy finance environment, including the supervision or management of a team. They will be confident in planning, prioritising and delivering work within tight deadlines, with a proactive and flexible approach to supporting the wider business. A strong commitment to service delivery and continuous improvement is essential, alongside the ability to manage competing demands in a fast-paced operational setting.

The role requires excellent interpersonal and communication skills, with the ability to engage and collaborate effectively with colleagues, suppliers, stakeholders, and external partners. Candidates should be comfortable communicating financial information to both finance and non-finance personnel and be able to deal with queries and sensitive issues professionally. Strong attention to detail, a high level of numerical accuracy, and sound analytical skills are vital, particularly when working with large volumes of financial data and complex transactions.

The Business Service Manager should demonstrate strong leadership and people management capabilities, including the ability to motivate and develop team members, set clear expectations, manage performance, and foster a positive working environment. Experience in identifying and

implementing process improvements and supporting change initiatives—such as IT or financial system upgrades—is highly desirable.

## **Requirements**

*Qualifications/Licence/Certification/Experience level...*

- Proficient in Microsoft packages.
- Proven experience in Finance.
- Relevant qualification at HNC level or above in finance, accounting or equivalent is advantageous.
- Knowledge of SAP and Servitor system is advantageous.

## **Interdependencies**

- Divisional Director – Finance
- Financial Controller
- Accounts Payable Team, Accounts Receivable Team and Working Capital Team
- All personnel within City Building, Glasgow City Council, Wheatley Housing Group

## **Conditions**

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.