

Role Profile

Role Details			
Role Title	Contracts Manager	Section	
Division	Repairs and Maintenance	Report To	Project Manager
Grade	SCP36-39	Date Completed	16 May 2025
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>Their accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. They are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise their focus on investing in and growing a skilled staff base.</p> <p><u>Our Values</u></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><u>Our Mission Statement</u></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><u>Benefits</u></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"> – A rewarding career with a competitive salary. – Access to contributory pension scheme – Strathclyde Pension Fund. – Excellent annual leave entitlement – Enhanced maternity, paternity, and adoption/shared parental leave. – Access to excellent health and wellbeing initiatives. – Access to a discounted gym membership. – Access to a savings rewards scheme – Facility to make payments directly from your salary. 			

Role Summary

The Contracts Manager at City Building (Glasgow) LLP plays a critical role within Repairs and Maintenance Division, overseeing the planning, delivery, and management of a specific area of works. This role requires a combination of strong leadership, technical expertise, and financial management, ensuring that operations are efficient, compliant, and aligned with our client needs.

Key Responsibilities:

- Manage and develop a team of operations managers, Operatives and Administrators, ensuring they are trained, equipped, and supported to deliver high-quality service.
- Oversee the successful delivery of repairs and maintenance contracted works, ensuring resources, including staff, equipment, and IT systems, are optimally utilised.
- Monitor and track budgets, controlling costs related to materials, labour, plant, and subcontractors.
- Ensure all work is carried out in compliance with health, safety, and environmental regulations.
- Support the facilitation of audits and quality inspections, and ensure any outcomes are addressed and upheld.
- Communicate effectively with clients and other stakeholders, providing updates, resolving issues, and ensuring customer satisfaction.
- Ensure the team meets Key Performance Indicators (KPIs) and deadlines.
- Manage the financial aspects of workstreams, including expenditure, income, and profitability. Provide accurate reporting on productivity and performance metrics.
- Contribute to the growth of the business by identifying business opportunities, improving efficiencies, and enhancing service delivery.
- Participate in procurement processes and the development of business plans.

Key Skills and Competencies:

- Strong leadership, team management, and interpersonal skills.
- In-depth technical knowledge of investment work elements, management and relevant legislation.
- Excellent communication and client management abilities.
- Financial acumen with the ability to manage budgets, track costs, and report on performance.
- A focus on health, safety, and regulatory compliance.
- Ability to drive operational improvements and embrace new technologies for better service delivery.

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:
Contracts manager	<ul style="list-style-type: none">– Manage the allocated contract areas to meet client KPI's, ensuring that all necessary resource is allocated and effectively utilised to meet deadlines and quality standards.– Ensure that all legal requirements and PPM schedules are accurately recorded, updated, and reported back to stakeholders on a daily basis.

Financial and Cost Control	<ul style="list-style-type: none"> – Oversee financial controls within your workstreams, managing expenditure related to materials, labour, plant, sub-contractors, and/or schedules of rates. – Track both income and expenditure associated with your projects, ensuring adherence to budgets and cost-efficiency targets. – Provide regular management information on project productivity, performance metrics, and financial status. This includes monitoring Key Performance Indicators (KPIs) and ensuring that targets are met.
Team Leadership and Staff Management	<ul style="list-style-type: none"> – Manage a team of operations managers, operatives and Administrators, ensuring that they are properly trained, supported, and equipped to perform their roles. – Ensure that the team is sufficiently resourced, with the appropriate tools, equipment, and IT systems to carry out their duties effectively. – Conduct training needs analysis (TNA) to identify development opportunities for your team, providing appropriate training and resources to enhance their capabilities and service delivery. – Manage the authorisation of overtime, annual leave and absences via MyPortal, addressing disciplinary issues, and managing any staff complaints or grievances.
Client and Stakeholder Liaison	<ul style="list-style-type: none"> – Attend meetings with clients and management to provide regular updates on the status of repairs and maintenance works under their area of responsibility. This includes addressing client concerns and ensuring that service expectations are met or exceeded. – Communicate complex or potentially distressing information clearly and sensitively to a wide range of stakeholders, including tenants, tradespersons, management, and regulatory bodies. – Ensure a customer-first approach, managing relationships with clients and tenants while delivering excellent service and resolving any issues that arise in a calm and professional manner.
Health Safety, and Environmental	<ul style="list-style-type: none"> – Carry out work in accordance with the Health and Safety at Work Act 1974 – Ensure that all Health & Safety requirements are adhered. – Ensures that all workers follow safety protocols, use PPE, and work in a safe manner. – Report all Incidents and Accidents at the earliest opportunity. – You will ensure that waste materials are disposed of responsibly and in accordance with environmental regulations, recycling or reusing materials wherever possible. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	<ul style="list-style-type: none"> – Attend all Training, Meetings, and Toolbox Talks assigned to your role. Leading on Toolbox Talks as required. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders.

Key Behaviours and Competencies	
Our investment Contracts Manager will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Technical Competence	<ul style="list-style-type: none"> – You will possess comprehensive knowledge of relevant legislation, industry standards, and best practices. – Ability to lead and conduct audits to identify, and assess risks, and provide accurate reports on findings. – Ability to analyse complex situations, troubleshoot issues related to investment work activities, and provide effective solutions.
Health, Safety and Compliance	<ul style="list-style-type: none"> – Comprehensive understanding of Health, Safety, and Environmental legislation, especially those relating to electrical management. Ensure compliance with CBG internal policies and any related industry standards. – Ability to assess and manage risks associated with electrical surveys and inspections, ensuring that work is carried out in a safe and compliant manner. – Ensuring that all activities meet all necessary quality standards, including regular post-inspections, audits, and quality checks on completed works.
Communication and Interpersonal	<ul style="list-style-type: none"> – Ability to communicate complex technical information clearly to both technical and non-technical stakeholders. – Effectively manage relationships with a range of stakeholders, including Wheatley Housing Group (WHG) Managers, GCC Clients, Senior Managers, the HSE, and others. Regularly provide updates on workstream progress and ensure that client concerns are addressed. – Ability to write clear, concise, and accurate reports for both technical and non-technical audiences, ensuring compliance with relevant regulations and standards.
Leadership and Management	<ul style="list-style-type: none"> – Ability to inspire, motivate, and manage a team of operatives and Administrators. Provide clear direction, manage workloads effectively, and ensure your team has the necessary resources, support, and training. – Demonstrates a commitment to staff development by identifying training needs through Training Needs Analysis (TNA), providing opportunities for professional growth, and empowering staff to deliver excellent service. – 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.
Adaptability and Process Improvement	<ul style="list-style-type: none"> – Embrace and drive changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery. – Ability to manage and adapt to procedural changes, ensuring smooth transitions and continuous improvement. – Stay up to date with new technologies and best practices that can improve operations and lead to better outcomes for clients.
Trust and Confidentiality	<ul style="list-style-type: none"> – You must ensure that any sensitive information is handled confidentially and responsibly.

	<ul style="list-style-type: none"> – Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	<ul style="list-style-type: none"> – Able to demonstrate honesty and transparency in all professional dealings, particularly regarding survey findings and reporting. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.
Person Specification	
<p>You will be an experienced Manager and have excellent inter-personal, organisational and communication skills. You should have a proven track record in frontline service delivery and be able to always represent the best interests of the business.</p> <p>You will report to the senior contracts and project managers, and must be comfortable reporting to senior divisional managers, Assistant Division Managers, Divisional Managers, Heads of Service, Wheatley Housing Group Managers and Directors and any other WHG / GCC / CB Stakeholders which may also include the HSE.</p> <p>You must be honest and trustworthy with an approachable nature and be able to communicate complex and potentially distressing information to a wide range of Stakeholders (including Tenants and CB Tradespersons) in a calm and clear fashion.</p> <p>You will provide Leadership and Support to the Surveyors and Administrative Staff under your direct control. You will have a commitment to identification of development needs both on a personal basis and for your team using training needs analysis (TNA) and inspire and empower your Staff to provide customer service excellence to all our clients (and their Tenants and Customers).</p> <p>You will look to drive growth within the business, increasing turnover and improving efficiencies by making best use of available technologies, resources, and best practice. You must be confident producing business plans and projections with a view to enhancing service provision to Clients.</p>	
Requirements	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> – Full driving license – Knowledge of domestic repairs and maintenance programmes and associated KPI. – Knowledge of relevant building standard and ACoPs. – Proven experience in successfully delivering Repairs and maintenance works for our clients. 	
<ul style="list-style-type: none"> – Interdependencies 	
<ul style="list-style-type: none"> – Senior Divisional Manager / Assistant Divisional Manager – CBG, GCC, and WHG Heads of Service – City Building Business Unit Project Managers/ Senior Contract Managers / Operations Managers – City Building Operatives – Planner / Schedulers – Administrators – City Building HSEQ Team – All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly 	

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.