

Role Profile

Role Details			
Role Title	Quality Assurance Officer	Section	
Division	Repairs and Maintenance	Report To	Compliance and Quality Assurance Manager
Grade/Salary	SCP36-39 (£43,083-£46,867)	Date Completed	19 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>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><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. – Facility to make payments directly from your salary. – Workplace parking and more. 			

Role Summary

The Quality Assurance Officer is a crucial member of Repairs and Maintenance Division within City Building, responsible for ensuring that all works meet the established standards of quality, safety, compliance and customer satisfaction.

You will report directly to the Compliance & Quality Assurance Manager. You will be tasked with enhancing the delivery of specialised work streams and will have an excellent knowledge of a specific trade which; may include, but not limited to, plumbing, joinery, glazing, water quality, fire safety, electrical safety, slaters, builders, plasters, and tilers. You will also have experience of dealing with multiple sub-contractors.

You will have a proactive mindset and be process driven; ensuring the levels of our works being delivered for our customers are high in quality. Customer safety, and customer satisfaction must be paramount in your considerations.

Your duties will include conducting site inspections, onsite coaching, identifying training requirements, record findings, submit recommendations for continuous improvements and assist with fostering a culture of high-quality, high performing safety focused works, providing a first-class customer experience.

You will focus on the correct application of business processes and procedures, on job ownership and accountability. You will be required to ensure the correct recording and use of stock and materials, highlighting any discrepancies for further investigation.

The role will be varied and challenging and will require you to have excellent interpersonal and communication skills. You will have excellent attention to detail, and be able to demonstrate a flexible approach in meeting changing demands. You will be able to effectively manage your own workload in a fast paced and dynamic environment.

You will be expected to have exceptional customer service and a willingness to respond positively to challenging environments, an ability to instil these qualities in others is essential to the role. You will also conduct regular audits and inspections of processes, products or services. In addition to, monitoring and reporting on quality performance and non-conformance.

Investigate customer complaints and quality of works issues, ensuring proper corrective actions are identified and implemented. Review and maintain works documentations align with business procedures such as Quality Procedures, SOP's and Management Standards.

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:
Quality Inspections	<ul style="list-style-type: none">– Conduct Inspections of maintenance and repairs works– Verify that all work complies with regulations. ACoP's and City Building Quality Procedures, Management Standards and Policies.
Process Monitoring	<ul style="list-style-type: none">– Monitor workflows and maintenance processes for adherence to approved standards, ACoPs, Industry Standards, and City Building policies, procedures and standards.
Documentation and reporting	<ul style="list-style-type: none">– Maintain accurate records of inspections, test results, and corrective actions.– Highlight any documentation failures and advise on corrective actions– Compile reports on inspection findings– Prepare Quality Assurance reports for management– Highlight trends and analyze the leading indicators, recommend corrective actions
Leadership and Team Management	<ul style="list-style-type: none">– Foster a positive workplace, focused on safety, professionalism, and efficiency.

	<ul style="list-style-type: none"> – Set performance standards and evaluate employee performance regularly. – Act ethically and with integrity.
Customer and Client Relations	<ul style="list-style-type: none"> – Ensure the we are providing excellent customer service as part of our service delivery, and address any client concerns promptly – Develop and implement strategies to enhance customer satisfaction – Handle escalated issues and ensure timely resolutions – Ensure all staff and employees promote the business and maintain a positive reputation within the industry and the wider community
Compliance Checks	<ul style="list-style-type: none"> – Ensure our work activities comply with industry legislation and ACoP's – Keep up to date with any industry changes and highlight improvements for the business
Health and Safety	<ul style="list-style-type: none"> – To carry out work in accordance with the Health and Safety at Work Act 1974 – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – 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.
General	<ul style="list-style-type: none"> – Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. – 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 Quality Assurance Officers will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Leadership and Team Management	<ul style="list-style-type: none"> – Foster a positive workplace, focused on safety, professionalism, and efficiency. – Set performance standards and evaluate employee performance regularly.
Health and Safety accreditation	<ul style="list-style-type: none"> – Hold in date and relevant Health and Safety accreditation, such as CITB SSTS, SMSTS, or IOSH – To ensure that all Health and Safety requirements are adhered. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Ongoing Training and Professional Development	<ul style="list-style-type: none"> – Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues. – Be open to being a mentor and providing guidance for improvement for less experienced colleagues.
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.

	<ul style="list-style-type: none"> – 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. – Build and maintain trust with management, clients, and trade operatives 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. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information. – Act ethically and with integrity.

Person Specification

You will have excellent inter-personal, organisational and communication skills and be able to always represent the best interests of the business.

You should have high level of understanding of Repairs and Maintenance, be familiar with Quality Assurance methodologies and tools, a sound knowledge of compliance regulations and industry standards.

You will be expected to possess strong analytical and problem-solving skills, have excellent attention to details and strong organisational skills.

You will report to the Compliance and Quality Assurance Manager and must be comfortable delivering information accurately and concisely 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.

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.

You will provide Leadership and Support to the Surveyors and Administrative Staff. You will have a commitment to identification of development needs both on a personal basis and for your area of responsibility using training needs analysis (TNA) and inspire and empower our trades and staff to provide customer service excellence to all our clients (and their Tenants and Customers).

You will look to drive Quality of works and Excellent Customer satisfaction within the business, improving efficiencies by making best use of available technologies, resources, and best practice.

Requirements

Qualifications/Licence/Certification/Experience level...

- Full driving license
- Strong Knowledge of domestic repairs and maintenance programmes and associated KPI.
- Strong Knowledge of relevant building standard and ACoPs.
- Extensive experience within repairs and maintenance

Interdependencies

- Compliance and Quality Assurance Manager
- Heads of Service
- Senior Divisional Manager/ Assistant Divisional Manager / Division Manager
- Project Manager
- City Building Operatives
- Planner / Schedulers
- Surveyors

- Administrators
- City Building HSEQ Team
- All personnel within City Building, Glasgow City Council, and 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.