

Role Profile

Role Details			
Role Title	Assistant HR Officer	Section	HR
Division	City Building (Glasgow) LLP	Report To	HR Business Partner
Grade/Salary	SCP27 (£33,917)	Date Completed	04/06/2025
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>			
Our Values			
<p>Excellence: to deliver quality in everything we do.</p> <p>Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p>Trust: to be trusted by our employees, clients and partners.</p> <p>Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p>Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.</p> <p>Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs</p>			
Our Vision			
<p>Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.</p>			

Role Summary

The Assistant HR Officer is a key member of the Human Resources team at City Building, providing vital support to ensure the smooth and efficient delivery of a wide range of HR services and processes. This role is instrumental in maintaining a high standard of HR operations across the organisation and in supporting a positive employee experience.

The key responsibilities of this role include supporting the full recruitment and onboarding cycle, assisting with the management of employee absence including the coordination of occupational health referrals and return to work processes and maintaining accurate and up to date HR records in accordance with data protection and compliance requirements.

The postholder will also respond to day to day HR queries, provide support in the implementation of HR policies and procedures, and assist with the preparation of reports, correspondence, and basic data analysis to support HR metrics and decision-making. The role requires a strong commitment to confidentiality, attention to detail, and the ability to manage priorities in a dynamic and fast-paced working environment.

The ideal candidate will have proven experience working in a busy HR environment, with a track record of meeting tight deadlines and delivering high-quality support. You will be proactive, flexible, and demonstrate a positive attitude. Excellent organisational skills and strong verbal and written communication abilities are essential, along with the capability to handle sensitive information with the highest degree of discretion and professionalism.

You will be required to add value to your section but may be expected to contribute across all spheres of the business as appropriate.

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:
Maintain Accurate Employee Records	<ul style="list-style-type: none">- Update HR systems and personnel files with new starts, leavers, and contractual changes.- Ensure all data is accurate and compliant with GDPR and internal record-keeping standards.
Support Recruitment and Onboarding	<ul style="list-style-type: none">- Draft and publish role profiles and vacancy adverts in line with job specifications and branding.- Coordinate shortlisting and interviews with managers.- Complete pre-employment checks- Prepare and issue offer letters and employment contracts.- Arrange and carry out inductions and ensure onboarding documentation is complete.
Support Absence Management	<ul style="list-style-type: none">- Track absence triggers and trends.- Assist managers in applying the organisations absence management policy.- Support return-to-work providing assistance to employees and managers.
Respond to HR Queries	<ul style="list-style-type: none">- Act as a point of contact for employee and manager queries.- Provide accurate and timely information in accordance with HR policies.- Escalate more complex or sensitive issues to senior HR colleagues.
Ensure Compliance with HR Policies and Legislation	<ul style="list-style-type: none">- Support implementation of HR policies and procedures consistently across the organisation.

	<ul style="list-style-type: none"> - Assist with the preparation for internal audits and compliance reviews. - Stay informed of basic employment law and ensure HR practices align with requirements.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> - Ensure that you are complying with internal policies, procedures, and relevant regulations. - Comply with and implement all City Building Policies and Procedures. - Act ethically and with integrity.
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.

Key Behaviours and Competencies

Our Assistant HR Officer will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Organisational	<ul style="list-style-type: none"> - Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly. - Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines. - Taking proactive actions to anticipate needs, address potential issues, and processes.
Communication	<ul style="list-style-type: none"> - Provide clear, professional communication and updates as required both verbally and in writing. - Actively listen and respond effectively to queries and requests.
Attention to Detail	<ul style="list-style-type: none"> - Ensure all data and details are recorded accurately, minimising errors. - Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly. - Follow established procedures precisely, particularly when processing sensitive information.
Trust and Confidentiality	<ul style="list-style-type: none"> - You must handle personal and sensitive employee information with discretion and professionalism. - Understand and apply data protection principles (e.g. GDPR). - Maintain a professional approach to confidential matters. - 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. - Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information. - Uphold organisational policies and values.

Person Specification

The Assistant HR Officer will serve as a key point of contact for managers and employees, providing timely and accurate support on a range of HR policies and procedures. This role requires a strong understanding of core HR functions and the ability to deliver a high standard of administrative and operational support in a busy, fast-paced environment.

The successful candidate will have demonstrable experience in supporting the management of both short and long term sickness absence, including coordinating occupational health referrals and managing return-to-work processes. You will also be experienced in end-to-end recruitment and

onboarding, ensuring all pre-employment checks, documentation, and induction processes are completed accurately and efficiently.

You will be responsible for maintaining accurate employee records and updating HR systems, ensuring full compliance with data protection regulations and organisational policies. This role also includes supporting the preparation of HR reports and contributing to data analysis.

In addition, you will play an active role in the continuous improvement of HR services and initiatives aimed at promoting employee wellbeing, engagement, and organisational effectiveness.

The ability to manage a varied workload, meet deadlines, and adapt to changing priorities is essential.

You will be proficient in Microsoft Office applications.

Requirements

Qualifications/Licence/Certification/Experience level...

- Proven experience working within HR
- CIPD Level 3 Foundation Certificate in People Practice

Interdependencies

- Divisional Directors
- Heads of Service
- Management
- HR Team
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly
- External Stakeholders
- Occupational Health

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.