

## Role Profile

Role Details			
<b>Role Title</b>	<b>Admin Assistant</b>	<b>Section</b>	<b>RSBi Sales Team</b>
<b>Division</b>	<b>RSBi</b>	<b>Report To</b>	<b>RSBi Sales and Estimating Lead</b>
<b>Grade/Salary</b>	<b>SCP19-22 (£28,360 - £30,331)</b>	<b>Date Completed</b>	<b>9 July 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><b>Excellence:</b> to deliver quality in everything we do.</p> <p><b>Honesty:</b> to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p><b>Trust:</b> to be trusted by our employees, clients and partners.</p> <p><b>Inclusion:</b> we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p><b>Community:</b> 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><b>Ambition:</b> 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>			
<p><b><u>Our Vision</u></b></p> <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 Admin Assistant plays a key role in supporting the RSBi Sales Team by delivering high-quality administrative and customer service support across the full sales process.

This is a key role in the delivery of an effective and efficient Sales support. You will develop an overall knowledge of City Building, which strives to deliver excellent customer service to our clients.

You will ideally have proven experience working within a busy team and be accustomed to working to tight deadlines. You will have a positive approach to work and have excellent communication, interpersonal, and organisational skills.

The role also involves troubleshooting issues, coordinating updates and backups, handling complaints, and ensuring smooth communication across teams and departments. A strong focus is placed on organisational skills, attention to detail, and the ability to manage multiple tasks simultaneously while maintaining a high level of customer service and confidentiality.

The Administrator is responsible for supporting the efficient operation of the organisation by managing administrative tasks, systems, and resources. This includes overseeing day-to-day administrative functions, providing user support, ensuring the maintenance and security of systems, and maintaining accurate records and documentation.

The Admin Assistant will possess a solid understanding of office software, technical systems, and administrative processes, with a proactive attitude towards problem-solving and process improvement. Strong communication skills, the ability to work both collaboratively, and independently, and a commitment to meeting deadlines are essential. The role will require familiarity with IT systems and tools, including but not limited to Microsoft software particularly Excel.

As an admin assistant within the RSBi Sales Team, you will play a key role in supporting the sales process from start to finish and may be required to assist with other administrative work within the RSBi admin team. You will be the first point of contact for client enquiries, handling incoming calls and emails via both your individual inbox and the shared Sales inbox. This requires strong communication skills and the ability to prioritise and manage multiple tasks efficiently.

You will be expected to respond promptly and professionally with quotes, product information, or resolutions, always in line with our Customer Charter. A good level of numeracy and confidence in working with figures is essential, as you will be preparing accurate quotes, calculating product quantities, and applying discounts where appropriate.

From initial enquiry through to completion, you will take full ownership of the order process—liaising with production to book jobs, coordinating delivery and installation, and ensuring the customer remains informed at every stage. You will also be responsible for conducting follow-up customer service calls to ensure satisfaction and address any post-installation queries.

You will assist in the implementation of all processes and procedures to ensure effective administration and monitoring arrangements to safeguard the interests of the LLP at all times.

You will be required to add value to your section but may be expected to contribute across all spheres of RSBi and the overall 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:
Administrative Support	<ul style="list-style-type: none"> <li>Organising and filing documents, both physical and digital, to maintain an efficient workflow and ensure compliance with any relevant policies or regulations.</li> <li>Providing support for all aspects of administrative duties.</li> </ul>
Inquiry Handling	<ul style="list-style-type: none"> <li>Handling inquiries, offering assistance, or redirecting them to the appropriate person and/or section when necessary.</li> <li>Respond to incoming calls, and emails (using both personal and shared Sales inboxes) efficiently and effectively.</li> <li>Communicating with suppliers/support service sections and clients to ensure timely delivery of goods/services and resolving any issues that arise.</li> </ul>
Request Logging and Data Entry	<ul style="list-style-type: none"> <li>Accurately input information into City Buildings systems.</li> <li>Managing reports using excel</li> <li>Manage the order process from enquiry to completion</li> </ul>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> <li>Ensure that you are complying with internal policies, procedures, and relevant regulations.</li> <li>Comply with and implement all City Building Policies and Procedures.</li> <li>Act ethically and with integrity.</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 to.</li> <li>Report all Incidents, Accidents and near misses at the earliest opportunity.</li> <li>Ensure a safe working site at all times.</li> <li>Ensure wellbeing is a priority.</li> </ul>
Key Behaviours and Competencies	
Our Admin Assistant will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Organisational	<ul style="list-style-type: none"> <li>Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly.</li> <li>Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines.</li> <li>Ensuring all administrative duties are completed in a timely manner.</li> <li>Taking proactive actions to anticipate needs, address potential issues, and processes.</li> </ul>
Communication & Teamwork	<ul style="list-style-type: none"> <li>Provide clear communication and updates as required this could be through email updates, meeting summaries, and meetings.</li> <li>Provide clear instructions, feedback, and system updates with team members and other sections when required.</li> <li>Work collaboratively with colleagues across the RSBi Sales Team and wider City Building departments to ensure seamless service delivery.</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>Ensure all data details are recorded accurately, minimising errors that could impact the scheduling or execution of work and be utilised for future reference, and audit purposes.</li> <li>Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly.</li> <li>Prepare and issue detailed quotes, requiring strong numerical accuracy and good maths skills to calculate prices, quantities, and discounts</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.</li> <li>– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</li> </ul>
<b>Person Specification</b>	
<p>You will be experienced in administrative duties with a key working knowledge of IT systems and have excellent admin and communication skills. The ideal Admin Assistant within the RSBI Sales Team will possess excellent communication and organisational skills, with the ability to work independently while effectively managing multiple priorities in a fast-paced environment.</p> <p>Strong numeracy skills are essential for preparing accurate quotes, calculating product quantities, and applying discounts. Attention to detail, punctuality, and a strong work ethic are critical to delivering timely and professional responses in line with our Customer Charter. The role involves managing enquiries and orders from start to finish, while collaborating closely with the sales team and the wider RSBI team to ensure smooth coordination with production, delivery, and installation departments.</p> <p>Proficiency in Microsoft Office, particularly Outlook and Excel, is required. Previous experience in sales support or administration is preferred. The successful candidate will be proactive, reliable, and dedicated to providing an exceptional customer experience throughout the entire order process and post-sale follow-up.</p> <p>You will represent the interests of the LLP at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.</p> <p>You will be required to have a flexible approach to this role and in your contribution to the success of the business.</p>	
<b>Requirements</b>	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> <li>– Proven Administrative experience.</li> <li>– Proficient in Microsoft Office Software.</li> <li>– A relevant qualification/certification in Administration or equivalent is advantageous.</li> <li>– Experience in handling complaints is advantageous.</li> <li>– Sales/estimating experience is advantageous.</li> </ul>	
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>– Management</li> <li>– RSBI Sales and Estimating Lead</li> <li>– RSBI Sales Team</li> <li>– City Building Trades</li> <li>– Manufacturing</li> <li>– Support Service Areas</li> </ul> <p>All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly</p>	

### **Conditions**

Your normal place of work will be 12 Edgefauld Avenue, Glasgow G21 4BB, 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.