

Role Profile

Role Details			
Role Title	RSBI Employee	Section	RSBI Furnished Accommodation
Division	RSBI	Report To	Furniture Installations Manager
Grade/Salary	£28,661	Date Completed	29 July 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 RSBI Employee is a valued member of RSBI and City Building, providing a key service within our RSBI Furnished Accommodation section of City Building, in relation to the delivery of furniture to a wide range of client's.

RSBI is a design and manufacturing service for:

- Office furniture
- Educational Furniture
- Kitchen units, doors and adapted furniture for customers with individual needs
- Storage Solutions
- Beds and soft furnishings
- Student and furnished accommodation
- UPVc windows and doors

The furniture porter's role involves physically handling and moving furniture, equipment, and other items, often within a facility or housing properties. This involves tasks including loading and unloading furniture from vehicles, furnishing flats with essential furniture such as beds, wardrobes, sofas, white goods, soft furnishings and other items requested by the client's, ensuring furniture is properly set out.

You will also be responsible for a high standard of cleaning and assisting with deliveries for a number of clients: Glasgow City Council, Wheatley Group, GCC Temporary Accommodation, GCC Homeless, Scottish welfare Fund and HSCP Social work. This post involves demonstrating excellent customer service to a variety of clients.

You must ensure that the works you carry out are conducted safely, and you always deliver exceptional customer service for our clients, including care for the property and your area of work.

Core duties will consist of:

- Moving Lifting and carrying furniture items of various sizes and weight.
- Assisting with loading and unloading furniture onto and off vehicles or within a warehouse setting.
- Ensuring furniture is safely transported between locations, whether by vehicle or within a building.
- Assisting with the setup and installation of furniture within Tenanted properties, void properties, offices and other public buildings.
- Interacting with team members, clients and customers during removals or deliveries while maintaining a positive and professional manner.
- Receiving and carrying out instructions from management and team members regarding furniture placement and handling.

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:
Manual Handling	<ul style="list-style-type: none">- Safely and efficiently move, lift, and transport potentially heavy and/ or large furniture and equipment across various locations (up and down stairs) ensuring items are handled with care to prevent damage.- Load and unload delivery vehicles ensuring items are securely packed, correctly labelled, and accounted for in line with inventory procedures.- Ensure manual handling tasks are carried out in line with health and safety regulations using appropriate lifting techniques and equipment.
Furnishing Properties and Deliveries	<ul style="list-style-type: none">- High standard delivery, furniture presentation and cleanliness.- Complete job records as directed ensuring all documentation is accurately logged.

Customer Service and Communication	<ul style="list-style-type: none"> Communicating effectively with client's, customers and team members to ensure a high standard of service. Provide clear instructions, feedback, and updates with team members and other sections when required.
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. Always ensure a safe working site. Ensure wellbeing is a priority.
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
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 RSBI Furniture Porter will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Teamwork and Collaboration	<ul style="list-style-type: none"> Must be capable of working cooperatively with colleagues, including Supervisors and other Operatives, maintaining clear communication and a team-focused approach to complete tasks efficiently. You should also be capable of working independently when necessary, ensuring that all safety protocols and procedures are followed. Smooth workflow, clear communication between team members, and efficient task completion.
Communication and Client Interaction	<ul style="list-style-type: none"> Effective communication with clients and team members ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. Positive relationships with clients and team members to create good customer satisfaction with the work being carried out.
Health, Safety and Environmental	<ul style="list-style-type: none"> Exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE and ensuring the work area always remains safe. Reporting all safety incidents, accidents, and near misses. Create a work environment that prioritises safety.
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.
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.
Person Specification	
<p>You will be customer focused and proactive; providing Customer Service Excellence and support the service delivery. You will project a professional and quality image of the service provided, and always conduct yourself in a professional and courteous manner when representing City Building.</p> <p>You must be capable of working on your own initiative and as an integral part of our team. You will be required to liaise closely with your Line manager /Supervisor, team members, clients and customers in respect of any problems regarding access or delays to maintain our high standards of delivery service.</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>	
Requirements	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> – Full UK driving licence 	
Interdependencies	
<ul style="list-style-type: none"> – Furniture Installations Manager – Furnished Accommodation Section – All personnel within City Building, Glasgow City Council, and Wheatley Housing Group 	
Conditions	
<p>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.</p> <p>Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.</p> <p>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.</p>	