

Role Profile

Role Details			
Role Title	Admin Assistant (Accounts Payable)	Section	Finance
Division	Support Service	Report To	Business Service Manager (Finance)
Grade/Salary	SCP19-22	Date Completed	10 July 2025
Company Overview			
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. 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. 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.			
Our Values Excellence: to deliver quality in everything we do. Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability. Trust: to be trusted by our employees, clients and partners. Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust. 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. 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			
Our Vision 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.			

Role Summary

The Admin Assistant (Accounts Payable) is a valued member of City Building Finance section providing administrative and financial support in relation to the delivery of services in line with business needs.

This is a pivotal role in supporting the Accounts Payable function, where you will contribute to the delivery of high-quality customer service and the consistent achievement of financial processing standards. You will develop a broad understanding of City Building's operations and play a key part in upholding the integrity of our financial systems.

You will ideally have proven experience working within a busy team preferable within a finance or accounts payable setting and be accustomed to working to tight deadlines and managing priorities. 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, 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, processing invoices, 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 microsoft office software, technical systems, and administrative processes, with a proactive attitude towards problem-solving and process improvement. Strong communication skills, the ability to work collaboratively, and a commitment to meeting deadlines are essential.

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 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:
Administrative Support	– Accurately entering and verifying invoices in the AP system. – Processing payments to suppliers in a timely manner, adhering to payment terms and company policies. – Reconciling accounts with vendors to ensure accuracy and resolving any discrepancies. – Ensure all incoming emails and queries in within the mailbox are acknowledged and actioned within a satisfactory timeline. – Providing support for all aspects of administrative duties. – Organise and filing documents, both physical and digital, to maintain an efficient workflow and ensure compliance with any

	relevant policies or regulations.
Inquiry Handling	– Handling inquiries, offering assistance, or redirecting queries to the appropriate person and/or section when necessary. – Respond to incoming calls, and emails efficiently and effectively. – Communicating with suppliers/support service sections to ensure timely delivery of goods/services and resolving any issues that arise. – Poses the ability to handle queries from internal and external stakeholders efficiently and effectively, avoiding unnecessary delays. – Ensure that potential issues such as disputed invoices, or coding errors are identified early and escalated appropriately to avoid service disruption or financial risk.
Data Entry	– Accurately input information into City Buildings systems. – Ensure payments are processed accurately and in a timely manner. – Managing reports using excel.
Compliance with professional, regulatory, statutory, and corporate requirements.	– 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	– 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.
General	– 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 Admin Assistant will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Organisational	– 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. – Ensuring all administrative duties are completed in a timely manner. – Taking proactive actions to anticipate needs, address potential issues, and processes.
Communication	– Provide clear communication and updates as required this could be through email updates, phone call updates, and meetings. – Provide clear instructions, feedback, and updates with team members and other sections when required. – Maintain a positive and professional working relationship with other sections, and external stakeholders ensuring smooth financial operations and communication.

Attention to Detail	– 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. – Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems and processes are handled appropriately.
Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– 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

You will be experienced in administrative duties with a key working knowledge of IT systems and have excellent organisational and communication skills. You will be comfortable working on your own initiative.

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.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level...

- Proven Administrative experience.
- Proficient in Microsoft Office Software
- Proven Finance experience will be advantageous.
- A relevant qualification/certification in Administration or equivalent is advantageous.

Interdependencies

- Financial Controller
- Business Service Manager (Finance)
- Accounts Payable Team
- All City Building Business Units
- City Building Suppliers
- Sub-Contractors
- 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.