

**Role Profile**

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| **Role Details** | | | | |
| **Role Title** | **IT Project Manager** | | **Section** | **IT** |
| **Division** | **Support Service** | | **Report To** | **Head of IT** |
| **Grade/Salary** | **SCP46 £54,941** | | **Date Completed** | **24 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 deliver for the citizens of Glasgow through high-quality, fair-paying jobs, and training opportunities which build the skills to support a more sustainable city. We will play a key role in reducing inequalities and improving the quality of life for the people and communities of Glasgow. | | | | |
| **Role Summary** | | | | |
| As a Project Manager, you will play a critical role in the delivery of digital transformation and innovation across City Building. You will be responsible for planning, executing, and closing projects that deliver strategic objectives, business value, and enhanced operational performance.  You will provide strong leadership and direction to multi-disciplinary project teams, ensuring that project scope, resources, timelines, risks, and budgets are effectively managed from initiation to completion. You will foster collaboration between stakeholders, business units, and technical teams to drive alignment, resolve challenges, and ensure project outcomes meet or exceed expectations.  You will embed best practices in project management, governance, and reporting, ensuring compliance with organisational, regulatory, and quality standards. Your commitment to continuous improvement and a user-focused approach will enable the successful delivery of change initiatives, strengthen project delivery capability, and help secure City Building’s future as a digitally enabled, innovative organisation.  *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:** | | |
| Project Planning and Delivery | | * Define project scope, objectives, deliverables, and success criteria. * Develop and maintain robust project plans, schedules, and budgets. * Secure and manage project resources, roles, and responsibilities. * Ensure delivery to agreed timescales, budget, and quality standards. | | |
| Stakeholder Management | | * Establish strong relationships with key stakeholders across the organisation, and external stakeholders engaging, influencing and managing relationships to maintain effective working relationships and understand their needs and requirements * Facilitate effective communication and information flow. * Chair project meetings and workshops to support engagement and decision-making. * Manage expectations and ensure stakeholder satisfaction. * Solicit feedback and input from stakeholders to continuously improve services and support the company's overall mission and goals. | | |
| Risk, Issue and Change Management | | * Proactively identify, assess, and manage project risks and issues. * Develop mitigation and contingency plans. * Manage scope changes, dependencies, and inter-project impacts. * Ensure all change is controlled, documented, and communicated. | | |
| Governance, Reporting and Compliance | | * Ensure project governance aligns with organisational frameworks and standards. * Prepare and present regular project status reports, dashboards, and updates to Senior Management. * Support audits and reviews with accurate records and evidence. * Always act with integrity and confidentiality. | | |
| Continuous Improvement and Benefits Realisation | | * Conduct post-implementation reviews and lessons learned. * Drive a culture of continuous improvement across project delivery. * Track project benefits, KPIs, and outcomes against business case. * Support the realisation of project and programme value. | | |
| Compliance with professional, regulatory, statutory, and corporate requirements. | | * Ensure that you are complying with internal policies, procedures, and relevant regulations. * Conduct audits and maintain documentation for compliance purposes. * 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, Toolbox Talks, and Reviews assigned to your role, leading on them as required. * 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 Project Manager will demonstrate the following behaviours and competencies:** | | | | |
| **Behaviours and Competencies:** | | **Includes the Requirement to:** | | |
| Strategic and Analytical Thinking | | * Demonstrate the ability to see the big picture and align project objectives with business strategy and goals. * Possess the ability to analyse complex problems and deliver practical, innovative solutions. * Evaluate the effectiveness of new technology trends and opportunities to identify improvement. | | |
| Communication | | * Ability to communicate clearly, confidently and appropriately for a range of stakeholders. Delivering information without jargon to suit different audiences i.e. IT staff, managers across the organisation, and external bodies. * Provide clear written reports, briefings, and documentation to support decision-making and audit requirements. * Provide clear communication and updates as required this could be through email updates, meeting summaries, workshops and meetings. * Provide clear instructions, feedback, and system updates with team members and other sections when required. | | |
| Leadership and Collaboration | | * Ability to inspire, motivate, and manage a team. Provide clear direction, manage workloads effectively, and ensure your team has the necessary resources, support, and training. * Demonstrates a commitment to staff development by identifying training needs through Training Needs Analysis (TNA), providing opportunities for professional growth, and empowering staff to deliver excellent service. * Hold team members accountable for their work performance, ensuring tasks are completed to a high standard and within the required timeframes. Address any performance issues or concerns swiftly and professionally. * Take ownership for the success of initiatives and deliver measurable results, setting clear goals and tracking progress against them, owning issues and riving them resolution. Ensuring all deliverables meet quality standards and deadlines. * Build positive relationships across business, IT, suppliers, and partners. * Negotiate and influence to achieve best outcomes. * Enable cross-functional working. | | |
| Risk and Change Management | | * Poses the ability to identify, assess, and manage risks and issues. * Manage and communicate project change. * Ensure all project impacts are considered and mitigated effectively. | | |
| Adaptability and Process Improvement | | * Stay up to date with new technologies and best practices, learning new skills and approaches as technology evolves. * Respond flexibly to changing technology and business priorities. * Embrace and drive changes to internal processes and procedures that enhance efficiency, reduce costs, or improve service delivery. * Ability to manage and adapt to procedural changes, ensuring smooth transitions and continuous improvement, whilst supporting teams through challenging situations. | | |
| Ongoing Training and Professional Development | | * Complete all necessary training for your role. * Keep up to date with emerging technologies, updates, and best practice. * Be open to mentorship and guidance for improvement from more experience colleagues. * Pursue relevant certifications, training and learning opportunities promoting a lessons learned and improvement environment. * Share knowledge and encourage professional growth within the team. * Stay up to date with best practice in project management. | | |
| 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. * Maintain confidentiality and act as a trusted advisor. | | |
| 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. * Act ethically and with integrity in all professional dealings. * Demonstrate commitment to organisational values and culture. | | |
| **Person Specification** | | | | |
| You will have significant experience in project management, delivering digital, IT, or business change projects within complex organisations. You will demonstrate a track record of successful project delivery, consistently achieving time, cost, quality, and business value targets. You will apply strong skills in planning, organising, and managing resources across the project lifecycle, ensuring that projects remain on course and aligned with organisational objectives.  You will show proven ability to manage budgets, risks, issues, and dependencies, maintaining control and visibility throughout the delivery process. You will communicate effectively with stakeholders at all levels, tailoring your communication style to suit both technical and non-technical audiences. You will be able to lead and motivate multi-disciplinary teams, fostering a culture of collaboration, accountability, and professional growth.  You will be confident in your ability to balance competing priorities and deliver results under pressure, remaining adaptable in the face of change or unforeseen challenges. You will also commit to professional development, continuous improvement, and upholding best practices in project management.  In addition, you will have experience delivering transformation projects in public sector, or regulated environments, and hold professional project management certifications (e.g., PRINCE2, MSP, APM, PMP, Agile PM) to support your expertise and credibility in the field. | | | | |
| **Requirements** | | | | |
| *Qualifications/Licence/Certification/Experience level…*   * Possess recognised professional certifications such as Prince 2 practitioner, MSP, PMP. * Desirable to have Agile PM. * Experience in delivering complex projects. * Demonstrable experience in transformation, cloud, technology or digital delivery. * Demonstrable experience managing delivery in dynamic or resource constrained environments. * Proven record in managing cross-functional teams, budgets and risk in a matrixed environment. * Experience in working with public sector stakeholders. | | | | |
| **Interdependencies** | | | | |
| * Head of IT * IT Section * Management * City Building Employees * Support Service Areas * 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. | | | | |