

Role Profile

Role Details			
Role Title	Operations Manager	Section	
Division	Repairs and Maintenance	Report To	Contracts Manager
Grade	SCP 31-34	Date Completed	29 August 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>Their accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. They are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise their focus on investing in and growing a skilled staff base.</p>			
<p><u>Our Values</u></p> <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>			
<p><u>Our Vision</u></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 Operations Manager is a key member of the Repairs and Maintenance Division of the business with the main role being the management of specific business activities for our clients.

The Operations Manager plays a critical role within the Repairs and Maintenance Division, overseeing the site planning, delivery, and management of the Repairs and Maintenance Day to day works. This role requires a combination of strong leadership, technical expertise, and financial management, ensuring that operations are efficient, compliant, and aligned with client needs.

You will be an integral part of your area of responsibility and will assist the contracts Managers within the business with day to day work related activities and projects, this can range from inception through to completion. This will include liaising with relevant stakeholders and supervision of all employees under your control.

You will have a direct responsibility for the support of employees in service delivery and a duty to ensure that work is carried out to a high standard and that clients are kept fully informed of progress. You will have a direct responsibility for the support of employees in service delivery and a duty to ensure that work is carried out to a high standard and that clients are kept fully informed of progress. You will assist in the procurement of any sub-contractors when required and will regularly monitor and report on the progress of these members of the supply chain.

You will manage all resources related to your business activities and you will be required to provide relevant management information for all aspects of your business activity including key performance indicators. You will have a management responsibility and a duty to ensure that all agreed timescales are met.

You will have responsibility for ensuring that operations are administered in such a way that all information is recorded correctly and that strict cost controls are adhered to in relation to materials, labour, plant, and sub-contractors.

A further key requirement of the post is compliance with all relevant legislation and the implementation of policies and procedures and monitoring arrangements in support of this.

In this role, the Operations Manager will be pivotal in delivering a compliant, efficient, and customer-focused service; while supporting the division's growth, supporting an ethos of continuous improvement.

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:
Programme Management	<ul style="list-style-type: none">– Develop and assist with the management of the MSF repairs and maintenance programmes, ensuring that all necessary resource is allocated and effectively utilised to meet deadlines and quality standards.– Oversee the service delivery and procedures ensuring repair timescales and KPI's are met.– Ensure that all legal requirements and PPM schedules are accurately recorded, updated, and reported back to stakeholders on a daily basis.
Financial and Cost Control	<ul style="list-style-type: none">– Oversee financial controls within your workstreams, managing expenditure related to materials, labour, plant, sub-contractors, and/or schedules of rates.

	<ul style="list-style-type: none"> – Track both income and expenditure associated with your projects, ensuring adherence to budgets and cost-efficiency targets. – Provide regular management information on project productivity, performance metrics, and financial status. This includes monitoring Key Performance Indicators (KPIs) and ensuring that targets are met.
Team Leadership and Staff Management	<ul style="list-style-type: none"> – Manage a team of operatives and support services, ensuring that they are properly trained, supported, and equipped to perform their roles. – Ensure that the team is sufficiently resourced, with the appropriate tools, equipment, and IT systems to carry out their duties effectively. – Conduct training needs analysis (TNA) to identify development opportunities for your team, providing appropriate training and resources to enhance their capabilities and service delivery. – Manage the authorisation of overtime, annual leave and absences via MyPortal, addressing disciplinary issues, and managing any staff complaints or grievances.
Client and Stakeholder Liaison	<ul style="list-style-type: none"> – Attend meetings with clients and management to provide regular updates on the status of the MSF repair and maintenance programs and projects. This includes addressing client concerns and ensuring that service expectations are met or exceeded. – Communicate complex or potentially distressing information clearly and sensitively to a wide range of stakeholders, including tenants, tradespersons, management, and regulatory bodies. – Ensure a customer-first approach, managing relationships with clients and tenants while delivering excellent service and resolving any issues that arise in a calm and professional manner.
Health Safety, and Environmental	<ul style="list-style-type: none"> – Carry out work in accordance with the Health and Safety at Work Act 1974 – Ensure that all Health & Safety requirements are adhered. – Ensures that all workers follow safety protocols, use PPE, and work in a safe manner. – Report all Incidents and Accidents at the earliest opportunity. – You will ensure that waste materials are disposed of responsibly and in accordance with environmental regulations, recycling or reusing materials wherever possible.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	<ul style="list-style-type: none"> – Attend all Training, Meetings, and Toolbox Talks assigned to your role and carry out Toolbox Talks as required. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues.

Key Behaviours and Competencies

Our Operations Manager will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Technical Competence	<ul style="list-style-type: none"> – You will possess comprehensive knowledge of relevant legislation, industry standards, and best practices.

	<ul style="list-style-type: none"> – Ability to lead and conduct thorough compliance audits to identify, and assess risks, and provide accurate reports on findings. – Ability to analyse complex situations, troubleshoot issues related to compliance and Investment programme, and provide effective solutions.
Health, Safety and Compliance	<ul style="list-style-type: none"> – Comprehensive understanding of Health, Safety, and Environmental legislation, especially those relating to construction management. Ensure compliance with City Building's internal policies and industry standards. – Ability to assess and manage risks associated with your work activities, surveys, and inspections, ensuring that work is carried out in a safe and compliant manner. – Ensuring that all activities meet all necessary quality standards, including regular post-inspections, audits, and quality checks on completed works.
Communication and Interpersonal	<ul style="list-style-type: none"> – Ability to communicate complex technical information clearly to both technical and non-technical stakeholders. – Effectively manage relationships with a range of stakeholders, including Wheatley Housing Group (WHG) Managers, GCC Clients, Senior Managers, the HSE, and others. Regularly provide updates on workstream progress and ensure that client concerns are addressed. – Ability to write clear, concise, and accurate reports for both technical and non-technical audiences, ensuring compliance with relevant regulations and standards.
Leadership and Management	<ul style="list-style-type: none"> – Ability to inspire, motivate, and manage a team of operatives and Administrators. 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.
Adaptability and Process Improvement	<ul style="list-style-type: none"> – 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. – Stay up to date with new technologies and best practices that can improve operations with the repairs and maintenance division and lead to better outcomes for clients.
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 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, particularly regarding survey findings and reporting.

	<ul style="list-style-type: none"> – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.
Person Specification	
<p>You will demonstrate excellent organisational, interpersonal and communication skills and be forward thinking in providing Customer Service Excellence in support of the My Repairs and business strategy of service delivery. You should have a demonstratable track record in service delivery and of scheduling multi-trade repairs and maintenance work.</p> <p>You should have a firm understanding of existing Health and Safety Regulations and be able to communicate with customers/clients ensuring that City Building always provides a customer focused service. You will be fully conversant with up-to-date issues within the business area and bring an innovative approach to new developments and advances in technology.</p> <p>You must be honest and trustworthy with an approachable nature and be able to communicate complex and potentially distressing information to a wide range of Stakeholders in a calm and clear fashion.</p> <p>You will provide Leadership and Support to the anyone under your direct control. You will have a commitment to identification of development needs both on a personal basis and for your team using training needs analysis (TNA) and inspire and empower your Staff to provide customer service excellence to all our clients (and their Tenants and Customers).</p> <p>You will be comfortable working at a management level and reporting to the R&M Division Assistant Manager, Project Managers and Contracts Managers. You will have a commitment to identification of development needs both on a personal basis and for your team. You will be required to have a flexible approach to this role and in your contribution to the success of the business.</p> <p>You will have a broad knowledge of operations and be able to represent the interests of the business at all times.</p>	
Requirements	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> – Full driving license – Proven experience in domestic repairs and maintenance service delivery – Proven experience operating and managing trades and administration staff – Knowledge of industry standards and procedures 	
– Interdependencies	
<ul style="list-style-type: none"> – City Building Business Unit Project Managers/ Senior Contract Managers / Contracts Managers – City Building Operatives – Planner / Schedulers – Administrators – City Building HSEQ Team – All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly 	
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>	

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.