

Role Profile

Role Details			
Role Title	Contracts Manager	Section	Mechanical and Electrical
Division	City Building (Glasgow) LLP	Report To	Project Manager
Grade	SCP36-39 (£44,807 - £48,742)	Date Completed	11 September 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>			
<u>Our Values</u>			
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			
<u>Our Vision</u>			
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 Contracts Manager (Mechanical) with City Building plays a crucial role within the GCC Division across maintenance, refurbishments, and construction. They will be responsible for overseeing the planning and delivery of PPM's, reactive repair jobs and delivering projects successfully for all clients. The role requires a combination of mechanical technical expertise, cost control and good leadership skills to ensure all the operations under their remit are compliant and meet the clients needs.

Key responsibilities:

- Manage and develop Apprentices, Tradespersons, Sub-Contractors, and Operations Managers, ensuring they are trained, equipped, and supported to deliver a high level of service.
- Oversee the successful delivery of mechanical projects, PPM works and reactive repairs, ensuring resources, including staff, equipment, and IT systems, are optimally utilised.
- Monitor and track budgets, controlling costs related to materials, labour, plant, and sub-contractors.
- Ensure all work is carried out in compliance with health, safety, and environmental regulations.
- Conduct audits and quality checks to maintain high standards in survey reports and procedures.
- Communicate effectively with clients and other stakeholders, providing updates, resolving issues, and ensuring customer satisfaction. Ensure the team meets Key Performance Indicators (KPIs) and deadlines.
- Manage the financial aspects of workstreams, including expenditure, income, and profitability. Provide accurate reporting on productivity and performance metrics.
- Contribute to the growth of the Mechanical sections within GCC by identifying business opportunities, improving efficiencies, and enhancing service delivery.
- Participate in procurement processes and the development of business plans.

Key Skills and Competencies:

- Strong leadership, team management, and interpersonal skills.
- In-depth technical knowledge of mechanical services and relevant compliance/legislation.
- Excellent communication and client management abilities.
- Financial acumen with the ability to manage budgets, track costs, and report on performance.
- A focus on health, safety, and regulatory compliance.
- Ability to drive operational improvements and embrace new technologies for better service delivery.

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:
Mechanical Programme Management	<ul style="list-style-type: none"> – Conduct regular post and site inspections on all aspects of work ensuring all operatives are working compliantly and safely. – Update line managers of progress on all aspects of your workload across maintenance, refurbishment, or construction. – Produce programmes, ensure budgets and timescales are met, monitor KPI's, compile mechanical reports and updates to senior managers and clients. – 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. – 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 Apprentices, Tradespersons, sub-contractors, and Administrators 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 (including Zetasafe, servitor etc), 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 city lighting programmes 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. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.

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. Leading on 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, clients, and stakeholders.
Key Behaviours and Competencies	
Our Contracts Manager (Mechanical) 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 practises for all aspects of mechanical services. – Ability to produce mechanical survey reports and risk assessments relating to mechanical services. – Ability to analyse complex situations, troubleshoot issues related to mechanical services and report accurately on findings.
Health, Safety and Compliance	<ul style="list-style-type: none"> – Comprehensive understanding of Health, Safety, and Environmental legislation, especially those relating to electrical management. Ensure compliance with City Building's internal policies and industry standards. – Ability to assess and manage risks associated with in all aspects of mechanical works, 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 Apprentices, Tradespersons, Sub-contractors 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, 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 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. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

You will be an experienced Manager and have excellent inter-personal, organisational and communication skills. You should have a proven track record in frontline service delivery across mechanical maintenance and projects and be able to always represent the best interests of the business.

You will report to the mechanical projects, service manager and senior contracts manager and must be comfortable reporting to Assistant Division Managers, Division Managers, Heads of Service, Wheatley Housing Group Managers and Directors and any other WHG / GCC / CB Stakeholders which may also include the HSE.

You must be honest and trustworthy with an approachable nature and be able to communicate complex technical information to a wide range of stakeholders including clients, CB management, tradespersons in a calm and clear fashion.

You will provide Leadership and Support to the Apprentice, Tradespersons, Sub-contractors, and Administrative Staff under your direct control.

You will look to drive growth within the mechanical areas within GCC, increasing turnover and improving efficiencies by making best use of available technologies, resources, and best practice. You must be confident producing business plans and projections with a view to enhancing service provision to Clients.

Requirements

Qualifications/Licence/Certification/Experience level...

- Full driving license
- Knowledge of mechanical projects and maintenance repair categories and KPI.
- Building services engineering or equivalent experience.
- Proven record of managing within mechanical field.

– Interdependencies

- Mechanical Project Manger
- Senior Contracts Manger

- GCC Division Manager / Assistant Division Manager
- Wheatley Housing Group Managers, Directors, Compliance Team, and Repair Specialists.
- City Building Business Unit Contract Managers / Operations Managers
- Administrators
- City Building HSEQ Team
- 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.