

Role Profile

Role Details			
Role Title	Divisional Director – Operations	Section	Directorate
Division	Executive Team	Report To	Executive Director
Grade/Salary	£118,842 per annum	Date Completed	10 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> <p>Our Values</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>			

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 residents' 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.

Benefits

As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:

- A rewarding career with a competitive salary.
- Access to contributory pension scheme – Strathclyde Pension Fund.
- Excellent annual leave entitlement
- Enhanced maternity, paternity, and adoption/shared parental leave.
- Access to excellent health and wellbeing initiatives.
- Access to a discounted gym membership.
- Facility to make payments directly from your salary.
- Workplace parking and more.

Role Summary

Reporting directly to the Executive Director, the Divisional Director of Operations is a key member of the City Building Executive Leadership Team and Senior Management Team. This role is responsible for all operational performance within the business ensuring that the workforce is fully productive within the delivery of all aspects of our client services including repairs, maintenance, compliance and investment programmes.

Responsible for leading and managing the operational performance of the various divisions within City Building, ensuring successful delivery of projects, commercial performance, compliance, client satisfaction and strategic growth.

The Divisional Director of Operations will drive operational excellence, foster high-performing teams, and align divisional activities with company-wide objectives.

The post holder will engage with and work closely with the wider Glasgow City Council and Wheatley families.

Key Responsibilities

- **Operational Management** – Oversee business operations across all divisions, develop and implement operational systems, processes and best practices, ensure KPIs are met, ensure quality control standards and regulatory compliance are met.
- **Strategic Planning** – Translate high level strategy into actionable operational plans and identify growth opportunities, operational risks and improvement areas, develop and implement the business plan in line with corporate strategy and contribute to the overall strategic direction of the business as part of the Executive Leadership team.
- **Operational planning** – Leading the development and implementation of an integrated operational delivery plan for both City Building Glasgow (CBG) and City Building Contracts (CBC), aligned with long-term organisational objectives.
- **Leadership and development** – Lead departmental heads and operational staff to build and mentor high performing teams, set performance objectives and foster a culture of accountability, continuous improvement and collaboration along with promoting a strong safety culture and drive adherence to HSE standards.
- **Budgeting and financial oversight** – Work closely with the Divisional Director of Finance to plan and manage budgets, analyse financial and operational data to control costs and improve profitability and optimise resource allocation and efficiency.

- **Client and stakeholder engagement** – Build and maintain strong relationships with clients, partners and stakeholders.

Role Outputs

Role Output:	Includes the Requirement to:
Strategic Thinking	<ul style="list-style-type: none"> – Balance operational demands with long term strategic goals. – Ensure decision making is based on date, experience, and stakeholder input.
Decisions & Judgement	<ul style="list-style-type: none"> – Sound decision maker able to work independently. – Responsible for planning and achieving objectives, requiring a high level of expertise, drive and initiative.
Communication & Working Relationships	<ul style="list-style-type: none"> – Reporting direct to the Executive Director, building and maintaining relationships with a wide range of stakeholders. – Excellent negotiation and influencing skills, leading and navigating the change programme to a modern culture and environment. – Communicating directly with leaders, clients, and internal & external stakeholders – both in writing and presenting to large groups.
Client & Stakeholder Orientation	<ul style="list-style-type: none"> – Focus on customer satisfaction and project outcomes. – Maintain strong relationships with key clients. – Represent the business professionally.
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. – 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. – Compliance with all relevant employment legislation – 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

Demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Leadership & Team Management	<ul style="list-style-type: none"> – Motivate and guide teams to achieve high performance and operational excellence. – Understand and manage business dynamics with sensitivity and fairness. – Demonstrate integrity, professionalism and resilience under pressure. – Coaches and mentors heads of departments and senior management, building success.
Commercial & Financial	<ul style="list-style-type: none"> – Understand cost control, budgeting, and profit margin drivers within the business. – Makes decisions based on cost-benefit analysis and operational impact. – Aligns operational activity with commercial targets and contractual obligations.

Problem Solving & Decision Making	<ul style="list-style-type: none"> – Promptly identify root causes and resolves operational issues under pressure. – Balance short-term fixes with long-term solutions. – Makes tough decisions confidently, using data and sound judgment.
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

As Divisional Director of Operations, you will lead high-performing teams to deliver excellent services across City Building, ensuring client satisfaction and compliance with external standards. You will be responsible for managing emerging and existing projects, while ensuring the organisation is fully resourced and responsive to changing demands.

You will play a key role in strategic planning, with specific responsibility for securing and programming workloads, maximising resource utilisation, and ensuring services — including major projects, investment works, repairs, maintenance, and compliance — are delivered on time, on budget, and to a high standard.

You will report to both the City Building (Glasgow) and City Building (Contracts) Boards, providing regular updates on workload, performance, and strategic objectives. You will also lead continuous service improvements, using innovation and collaboration to drive efficiency and effectiveness.

A key part of the role is the strategic management of Health & Safety, ensuring full compliance with legislation, and leading the development and implementation of relevant policies, procedures, and monitoring systems. You will ensure that all areas of the business demonstrate continuous improvement and maintain the LLP's reputation as a leader in the sector.

You will be a confident and credible leader, with excellent communication and interpersonal skills, capable of representing the LLP at senior and board levels, and in political and stakeholder environments. You will bring a deep understanding of relevant legislation and demonstrate an innovative, solutions-focused approach to complex challenges.

With extensive senior management experience in a complex organisation, you will be committed to team development and succession planning. You will act as a role model, inspiring and motivating your teams to achieve service excellence, and ensuring they have the right skills and complementary specialisms to succeed.

A flexible and professional approach is essential, along with the ability to navigate complex political and business environments with integrity and resilience.

Qualifications/Professional Membership Requirements

Essential

- Extensive, demonstrable experience in a lead operational role in a relevant environment
- Degree / MBA in relevant discipline

Desirable

- Operational leadership experience in the public sector/housing association

Interdependencies

- Executive Director
- Executive Leadership Team
- Heads of Service
- Senior Management
- Trade Union
- All personnel within City Building, Glasgow City Council, and Wheatley Housing Group

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.