# Role Profile

## Role Details

| Role Title | IT Infrastructure Manager | Section | IT |
|---|---|---|---|
| Division | City Building Glasgow | Report To | Head of IT |
| Grade/Salary | SP52 - £65,516.00 | Date Completed | November 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 |
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| We are seeking an experienced and strategic IT Infrastructure Manager to lead the design, implementation, and maintenance of our core IT infrastructure. This role is critical in ensuring the resilience, security, and scalability of systems that support over 1,800 employees across multiple sites, including our award-winning RSBi manufacturing facility and training college.<br><br>The IT Infrastructure is provided both internally and by key suppliers. The goal is to deliver high quality services through effective communication between the internal IT teams, IT suppliers, and the internal City Building customers.<br><br>The post holder will directly manage and lead a team of IT Infrastructure Engineers involved in various IT disciplines including Data Centres, Cloud Providers, Servers, and networks. |

| Role Outputs | |
| --- | --- |
| **Role Output:** | **Includes the Requirement to:** |
| **Management and Leadership** | • Lead, mentor, and manage a team of IT Infrastructure Engineers and support staff<br>• Effective resource planning, ensuring operational excellence in a dynamic, fast-paced environment<br>• Identify and provide the necessary training and development to ensure each member of IT staff is appropriately trained to undertake their defined role<br>• Ensure IT recruitment processes are suitable for hiring and promoting appropriately skilled staff<br>• Ensure all IT staff accept responsibility to realise their maximum potential<br>• Support a 24-hour service across business-critical services<br>• Effective line management of team members including absence, disciplinary and performance management<br>• Clear communication to employees of relevant organisational, divisional and team aims and initiatives |
| **Infrastructure Management** | • Lead the planning, deployment, and management of IT infrastructure including networks, servers, storage, and cloud services<br>• Ensure high availability, performance, and security of all infrastructure systems<br>• Manage IT disaster recovery and business continuity planning.<br>• Oversee infrastructure projects, upgrades, and migrations<br>• Collaborate with internal stakeholders to align IT services with operational needs<br>• Manage vendor relationships, procurement, and licensing<br>• Supervise and develop a team of infrastructure and support engineers<br>• Ensure compliance with cybersecurity standards, GDPR, and public sector governance<br>• Support digital transformation initiatives, including smart construction technologies and sustainability goals |
| **IT service compliant with all relevant requirements and standards** | • Define all relevant statutory, regulatory, professional and organisational service requirements, including supporting approaches, policies and processes and maintain a robust regime to ensure IT compliance with them<br>• Provide input assistance and support delivery of the technology strategy and roadmap<br>• Establish effective mechanisms to manage and monitor the IT service, deliver services to ITIL-aligned standards and processes |

| Integrated and consistent IT policies | • Develop and maintain an integrated and consistent suite of IT-related policies, which are effectively and appropriately communicated to all relevant staff |
| --- | --- |
| Achievement of agreed targets for the IT team | • Develop, manage, and measure an agreed set of SLAs for the team that meet the IT targets<br>• Management of all technology services including external audit compliance |

## Key Behaviours and Competencies

**Our Operation Manager will demonstrate the following behaviours and competencies:**

| Behaviours and Competencies: | Includes the Requirement to: |
| --- | --- |
| Organisational | • Strong leadership and management skills<br>• Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly<br>• Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines<br>• Ensuring all administrative duties are completed in a timely manner<br>• 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, meeting summaries, and meetings<br>• Provide clear instructions, feedback, and system updates with team members and other sections when required |
| 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<br>• Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly |
| Trust and Confidentiality | • You must ensure that any sensitive information is handled confidentially and responsibly<br>• 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<br>• Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information |

## Person Specification

**Essential:**

- Proven experience in managing enterprise IT infrastructure in a complex, multi-site environment.
- Strong knowledge of networking, virtualisation, cloud platforms (e.g. Microsoft Azure), and cybersecurity
- Excellent leadership, communication, and project management skills
- Good awareness/experience of implementing IT Security and IT Disaster Recovery control frameworks
- Excellent management skills with a proven track record of building an infrastructure team in an environment with a mix of different customers with different priorities
- In depth knowledge of contract and commercial management process with the ability to translate IT services into contractual obligations
- Highly developed communication and interpersonal skills with the ability to influence and persuade at senior level through personal credibility, integrity and professionalism
- Perform all duties with consistency and accuracy with keen attention to detail

- Proven ability to maintain high levels of customer care at all times
- Ability to respond constructively to changing demands, meet tight deadlines and always maintain a high quality
- Pro-active approach to dealing with internal customers, especially under high pressure situations created by peak customer demand
- Willingness to be flexible and responsive in dealing with operational demands, including out of hours contact
- Familiarity with desktop virtualisation technologies (such as Windows Virtual Desktop/Remote Desktop Services. VMware Horizon, Citrix Virtual Apps and Desktops, or similar)
- Knowledge of desktop security best practices and experience implementing desktop security controls and monitoring solutions

**Desirable:**

- Experience with public sector IT governance and procurement frameworks.
- Relevant certifications (e.g. ITIL, Cisco, Microsoft, PRINCE2) are desirable.

## Requirements

### Qualifications

- Candidates are required to have a degree in Computer Science, Information Technology, or related discipline, or equivalent experience with relevant certifications.

### Interdependencies

- Head of IT
- Senior management
- City Building Trades
- 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.