

Role Profile

Role Details			
Role Title	Apprentice Training Officer	Section	City Building Training College
Division	City Building (Glasgow)	Report To	Senior Training Officer
Grade/Salary	SCP 27-28 (£35,273 - £36,288)	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.			
<u>Our Purpose</u> Making Glasgow a great place to live. <u>Vision</u> Our residents, customers and partner 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. <u>Our Values</u> Ambition – to build a culture of excellence, through continuous improvement to deliver outstanding services for all our customers. All whilst being an employer of choice within the city providing high quality & skilled jobs. 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. Excellence – To deliver quality in everything we do. Honesty – to be open, honest and transparent with all stakeholders, promoting partnerships & sustainability. Inclusion – we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust Trust – To be trusted by our employees, clients, and partners.			
Role Summary			
The Apprentice Training Officer is a valued member of City Building providing support in relation to the Modern Apprenticeship Programme. A Training Officer is the "link" between the College			

Programme and the on-site experience ensuring all aspects of the apprenticeship programme and SDS contract are covered successfully.

As an Apprentice Training Officer, you will be responsible for supporting a designated number of apprentices and all aspects of the training programme including recruitment, monitoring, relevant site work experience and achievement of qualifications. You will also be required to attend events, employment seminars and schools to promote apprenticeships and City Building Glasgow. You should have knowledge of the Modern Apprenticeship Framework and SCQF Level 6/7 qualification required for Craft Apprenticeships.

The Training Officer role is one where a trusting, working relationship is built, that makes a young person feel safe, listened too and deserving of a place on the Apprenticeship programme therefore being enthusiastic about working with young people with excellent interpersonal and communication skills is essential.

You will be required to lead by example and fully support apprentices ensuring that additional assistance is available in line with City Building policies and procedures. The company recruits young people from diverse, socio-economic backgrounds that require continuous support and encouragement.

You should have knowledge of the Modern Apprenticeship Framework and SCQF Level 6/7 qualification required for Craft Apprenticeships.

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:
Monitoring and Feedback	– Monitor apprentice progress, identifying areas where further assistance is required. – Carry out quarterly reviews and provide constructive feedback to apprentices on their work, enabling them to improve their understanding and skills.
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 wellbeing is a priority. – Wear allocated PPE as required
Compliance with professional, regulatory, statutory, and corporate requirements.	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
General	– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. – Assist with events such as work experience, open evenings, tours and VIP visits. – 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 Apprentice Training Officer will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Compassionate and Approachable	– You should be a person people are able to approach

	– Learners come with their own life experiences that can be traumatic and leave lasting effects, you should be compassionate about their needs. – You should be patient and supportive, understanding that apprentices may struggle with new concepts or tasks and offer patience and non-judgemental support to help them succeed.
Leadership and Management	– You should be a role model to apprentices with the ability to inspire, motivate and manage. – You should demonstrate professionalism, integrity, and respect, setting a positive example for apprentices in terms of work ethic, attitude and ethical behaviours in the workplace. – Understand and respect the diverse backgrounds and create an inclusive environment where all apprentices feel valued and respected.
Communication and Interpersonal	– Ability to communicate information clearly to apprentices, colleagues, and external parties. – Effectively manage relationships with apprentices and external parties. – Ability to provide clear, concise information to the management team when requested.
Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship and guidance for improvement from more experienced colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with apprentices and management by consistently handling confidential matters with professionalism and respect. – Build strong relationships with apprentices, allowing them to feel comfortable asking questions and seeking assistance.
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.

Person Specification

- Have excellent communication and interpersonal skills.
- Have a good understanding of diversity and inclusion, with the ability to support individuals from a wide range of backgrounds.
- Be well organised and capable of managing multiple tasks while maintaining high standards of quality and professionalism.
- Demonstrate effective problem-solving skills and the ability to work both independently and as part of a team.
- Show a commitment to promoting health and safety, adhering to all relevant regulations and procedures.
- Possess strong IT skills, including proficiently in Microsoft Office applications (e.g. Word, Excel and Outlook)
- Hold a valid driving license and access to a car to carry out site visits and attend meetings as required.
- Have a flexible approach to this role and in your contribution to the success of the Organisation.

Requirements

Qualifications/Licence/Certification/Experience level...

- Full driving license and access to a vehicle
- Knowledge of the Modern Apprenticeship Programme
- Enthusiastic about working with young people
- Comprehensive knowledge of Microsoft Packages in particular Word, Excel and outlook

Interdependencies

- Senior Training Officer
- Training Manager (Apprentices)
- College Training Manager
- Training Manager (Operations)
- Senior Instructors
- Instructors
- Administrative Staff supporting Apprenticeship Programme
- Support Services
- All personnel within City Building, Glasgow City Council, RSBI and Wheatley Housing Group involved directly or indirectly

Conditions

Your normal place of work will be 12 Edgefauld Road, Glasgow G21 4BB, 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 always operate within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.