

Role Profile

Role Details			
Role Title	BMS Administrator	Section	BMS
Division	GCC	Report To	Sustainability and Renewable Integration Manager
Grade/Salary	SCP23-26 (£32,286-£34,278)	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

The BMS Administrator is a member of the BMS area of the business providing general administrative support in relation to the delivery of services in line with business needs.

You will add value to the LLP, providing support to the relevant officers and have specific responsibility for all administrative functions as directed within the team. You will assist in the implementation of all processes and procedures to ensure effective administration and monitoring arrangements to safeguard the interests of the LLP at all times.

There are four main areas of work within this role: set-up, monitoring/optimisation, responding, and reporting.

The BMS Administrator will be responsible for establishing baselines by setting points, zones, and schedules, and for resetting them as required. This will involve liaising with the CMT to confirm appropriate settings and, where necessary, setting up holiday schedules.

You will review performance of systems daily in terms of service delivery and energy efficiency, adjust systems to ensure optimum energy efficiency, review BMS alarms databases and notify services of any failures and ensure maintenance/backup of all BMS databases. In addition, you will act as the first point of contact for any BMS faults and for enquiries related to existing BMS such as requests for set-point changes etc.

As the BMA Administrator, you will produce monthly reports for all sites, detailing plant performance in relation to energy management, adherence to set points, and faults. A summary of these reports will be presented at each CMT/ALEO meeting. You will also maintain all documentation relating to CBG's BMS service.

You will be expected to add value to whichever division you are allocated, while also contributing across all areas of the business as required.

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:
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.
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.
Communication and Interpersonal	<ul style="list-style-type: none">– Ability to communicate complex technical information clearly to both technical and non-technical stakeholders.
Financial and Cost Control	<ul style="list-style-type: none">– Provide regular management information on BMS section productivity, performance metrics, and financial status.

Client and Stakeholder Liaison	<ul style="list-style-type: none"> Attend meetings with clients and management to provide regular updates on the status of all works. This includes addressing client concerns and ensuring that service expectations are met or exceeded. Communicate complex information clearly and sensitively to a wide range of stakeholders, including clients, tradespersons, management, and regulatory bodies. <p>Ensure a customer-first approach, managing relationships with clients and stakeholders while delivering excellent service and resolving any issues that arise in a calm and professional manner.</p>
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.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> Comply with all City Building Policies and Procedures. Act ethically and with integrity.
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 BMS Administrator will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Communication and Interpersonal	<ul style="list-style-type: none"> Ability to communicate complex technical information clearly to both technical and non-technical stakeholders. Regularly provide updates on workstream progress and ensure that client concerns are addressed.
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 adapt to procedural changes, ensuring smooth transitions and continuous improvement. Stay up to date with new technologies and best practices that can improve Investment 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. <p>Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</p>
Organisational	<ul style="list-style-type: none"> Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly.

	<ul style="list-style-type: none"> – Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines. – Ensuring all administrative duties are completed in a timely manner. – Taking proactive actions to anticipate needs, address potential issues, and processes.
Person Specification	
<p>Essential:</p> <p>You will demonstrate excellent organisational, interpersonal and communication skills and be forward thinking in providing Customer Service Excellence. You should have a demonstratable track record in service delivery.</p> <p>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 will be fully proficient in Servitor with particular knowledge of stores, job control and reporting modules.</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 be comfortable working as part of a team and reporting to the BMS Manager and Sustainability and Renewable Integration Manager. You will have a commitment to identification of development on a personal basis 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 general administration duties and be able to represent the interests of the business at all times.</p> <p>Desirable:</p> <p>Knowledge of Building Management System software from an operational viewpoint.</p> <p>Knowledge of current legislation around Climate Change, Carbon reduction and Net-Zero policy.</p>	
Requirements	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> – Proven experience working in an administrative role. – Proficient in all MS Office packages. – Proven experience of working as part of a team. 	
Interdependencies	
<ul style="list-style-type: none"> – Sustainability and Renewable Integration Manager – BMS Manager – BMS Engineers – Administrators – City Building Operatives – Subcontractors – Clients – All personnel within City Building, Glasgow City Council, and Wheatley Housing Group 	
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.