

## Role Profile

Role Details			
Role Title	Project Manager	Section	IT
Division	Support Service	Report To	Transformation Programme Manager
Grade/Salary	SCP45-48 (£55,841 - £59,837)	Date Completed	December 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>			
Our Values			
<p><b>Excellence:</b> to deliver quality in everything we do.</p> <p><b>Honesty:</b> to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p><b>Trust:</b> to be trusted by our employees, clients and partners.</p> <p><b>Inclusion:</b> we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p><b>Community:</b> 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><b>Ambition:</b> 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			
<p>Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value.</p> <p>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.</p>			

## Role Summary

As a Project Manager, you will play a critical role in the delivery of digital transformation and innovation across City Building. You will be responsible for planning, executing, and closing projects that deliver strategic objectives, business value, and enhanced operational performance.

You will provide strong leadership and direction to multi-disciplinary project teams, ensuring that project scope, resources, timelines, risks, and budgets are effectively managed from initiation to completion. You will foster collaboration between stakeholders, business units, and technical teams to drive alignment, resolve challenges, and ensure project outcomes meet or exceed expectations.

You will embed best practices in project management, governance, and reporting, ensuring compliance with organisational, regulatory, and quality standards. Your commitment to continuous improvement and a user-focused approach will enable the successful delivery of change initiatives, strengthen project delivery capability, and help secure City Building's future as a digitally enabled, innovative organisation.

*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:
Project Planning & Delivery	<ul style="list-style-type: none"><li>– Define project scope, objectives, deliverables, and success criteria.</li><li>– Develop and maintain robust project plans, schedules, and budgets.</li><li>– Secure and manage project resources, roles, and responsibilities.</li><li>– Ensure delivery to agreed timescales, budget, and quality standards.</li></ul>
Stakeholder Management	<ul style="list-style-type: none"><li>– Engage, influence, and manage relationships with internal and external stakeholders.</li><li>– Facilitate effective communication and information flow.</li><li>– Chair project meetings and workshops to support engagement and decision-making.</li><li>– Manage expectations and ensure stakeholder satisfaction.</li></ul>
Risk, Issue & Change Management	<ul style="list-style-type: none"><li>– Proactively identify, assess, and manage project risks and issues.</li><li>– Develop mitigation and contingency plans.</li><li>– Manage scope changes, dependencies, and inter-project impacts.</li><li>– Ensure all change is controlled, documented, and communicated.</li></ul>
Governance, Reporting & Compliance	<ul style="list-style-type: none"><li>– Ensure project governance aligns with organisational frameworks and standards.</li><li>– Prepare and present regular project status reports, dashboards, and updates to senior management.</li><li>– Support audits and reviews with accurate records and evidence.</li><li>– Always act with integrity and confidentiality.</li></ul>
Continuous Improvement & Benefits Realisation	<ul style="list-style-type: none"><li>– Conduct post-implementation reviews and lessons learned.</li><li>– Drive a culture of continuous improvement across project delivery.</li><li>– Track project benefits, KPIs, and outcomes against business case.</li></ul>

	– Support the realisation of project and programme value.
<b>Key Behaviours and Competencies</b>	
<b>Our IT Project Manager will demonstrate the following behaviours and competencies:</b>	
<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Leadership & Direction	<ul style="list-style-type: none"> <li>– Provide clear vision and direction for project teams.</li> <li>– Motivate, support, and develop colleagues.</li> <li>– Foster a high-performing and inclusive team culture.</li> </ul>
Strategic & Analytical Thinking	<ul style="list-style-type: none"> <li>– Align project objectives with business strategy and goals.</li> <li>– Analyse complex information and make informed decisions.</li> <li>– Take a proactive, solutions-oriented approach.</li> </ul>
Effective Communication	<ul style="list-style-type: none"> <li>– Present information clearly to senior leaders, teams, and stakeholders.</li> <li>– Adapt style to suit audience.</li> <li>– Facilitate effective meetings and workshops.</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>– Build positive relationships across business, IT, suppliers, and partners.</li> <li>– Negotiate and influence to achieve best outcomes.</li> <li>– Enable cross-functional working.</li> </ul>
Risk & Change Management	<ul style="list-style-type: none"> <li>– Identify, assess, and manage risks and issues.</li> <li>– Manage and communicate project change.</li> <li>– Ensure all project impacts are considered and mitigated.</li> </ul>
Governance & Compliance	<ul style="list-style-type: none"> <li>– Uphold organisational, regulatory, and quality standards.</li> <li>– Ensure accurate documentation and reporting.</li> <li>– Support audit and assurance activities.</li> </ul>
Adaptability	<ul style="list-style-type: none"> <li>– Respond positively to change and ambiguity.</li> <li>– Remain resilient under pressure.</li> <li>– Support teams through challenging situations.</li> </ul>
Continuous Learning	<ul style="list-style-type: none"> <li>– Seek and share learning opportunities.</li> <li>– Stay up to date with best practices in project management.</li> <li>– Promote lessons learned and improvement.</li> </ul>
Professionalism & Integrity	<ul style="list-style-type: none"> <li>– Act with honesty, integrity and discretion.</li> <li>– Maintain confidentiality and trust.</li> <li>– Demonstrate commitment to organisational values and behaviours.</li> </ul>
<b>Person Specification</b>	
<p>You will:</p> <ul style="list-style-type: none"> <li>• Have significant experience in project management, delivering digital, IT, or business change projects within complex organisations.</li> <li>• Demonstrate a track record of successful project delivery, meeting time, cost, quality, and business value targets.</li> <li>• Apply strong skills in planning, organising, and managing resources across the project lifecycle.</li> <li>• Show proven ability to manage budgets, risks, issues, and dependencies.</li> <li>• Communicate effectively with stakeholders at all levels, adapting your style for technical and non-technical audiences.</li> <li>• Lead and motivate multi-disciplinary teams, promoting collaboration, accountability, and professional growth.</li> <li>• Balance competing priorities and deliver results under pressure, adapting to changes and unforeseen challenges.</li> <li>• Commit to professional development, continuous improvement, and upholding best practices in project management.</li> </ul>	

- You will have experience delivering transformation projects in public sector, or regulated environments.
- You will have professional project management certifications (e.g., PRINCE2, MSP, APM, PMP, Agile PM).

## Requirements

Qualifications/Certification/Experience level:

- Possess recognised professional certifications such as Prince 2 practitioner, MSP, PMP.
- Desirable to have Agile PM.
- Minimum 10 years' experience in delivering complex projects.
- Demonstrable experience in transformation, cloud, technology or digital delivery.
- Demonstrable experience managing delivery in dynamic or resource constrained environments.
- Proven record in managing cross-functional teams, budgets and risk in a matrixed environment.
- Experience in working with public sector stakeholders.

## Interdependencies

- Head of IT
- IT Section
- Management
- City Building Employees
- 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 always operate within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.