

Role Profile

Role Details			
Role Title	Strategic Director - Operations, Governance, Planning & Performance	Section	Directorate
Division	Executive Team	Report To	Group Director City Building & Development /Executive Director City Building
Grade/Salary	£133,000 per annum SMT2	Date Completed	06 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 play a key role in supporting our members to address our common

priorities through our unwavering focus on resident/customer resident 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.

Role Summary

Reporting directly to the Group Director / Executive Director, the Strategic Director will add value to the Executive Leadership Team and the business by providing strategic direction and effective leadership in the development of policy and strategy for the business. You will play a key role in the identification of new business opportunities in existing and emerging markets, whilst ensuring high performance of each business as measured by external bodies.

The Strategic Director will support and deputise when required for the Group Director / Executive Director in providing strategic leadership, including vision, governance, financial and service delivery performance, sustainability and future planning. You will be a custodian of corporate culture in a dynamic, agile and customer focused environment and will ensure the services provided to Glasgow City Council and Wheatley Housing Group meet their need and those of their customers in an effective and efficient way.

You will balance the needs of each business and prioritise these to ensure continued excellent relationships with each partner based on their individual needs and through collaborative working to achieve service improvement, innovation and a tenant and other end-customer focused culture and service ethos.

You will be a core member of the Board providing strategic and professional advice and recommendations in key areas relating to key objectives. You will be accountable to governance structures in each partner for the services provided including through attending Board and scrutiny meetings as required.

You will act as an opinion leader on managerial issues and demonstrate an innovative approach to communication at all levels. You will engage with parties with often diverse objectives to reach the optimum outcome for the business.

A critical requirement of the post is compliance with all relevant legislation and provision of direction in the development of policies, procedures and monitoring arrangements in support of this to ensure that City Building continues to lead by example to our partners and supply chain. You will ensure that both businesses are performing as effectively as possible and that all areas of the business are providing demonstrable continuous improvement in service delivery. You will drive innovation in customer service excellence through improved communication, media and harnessing new technology including working with partners to maximise the impact of IT investment.

You will provide professional advice, guidance and direction to your management team, employees, trade union colleagues, board members, elected members and other key stakeholders. You will also champion joint working for the effective planning, delivery and progress reporting of work programmes and value for money. This will include the transparent sharing of information on performance, productivity, costs and recharges to support benchmarking.

You will embody the social ethos of City Building in the provision of employment and training opportunities for young people through the apprenticeship programme and for people with disabilities through RSBi, whilst ensuring that these commitments also add value to the business.

The post holder will engage with and work closely with the wider Glasgow City Council and Wheatley Housing Group staff in relation to this role.

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:
Strategic Thinking	<ul style="list-style-type: none">Balance operational demands with long term strategic goals.Ensure decision making is based on data, 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

	<p>level of expertise, drive and initiative.</p>
Communication & Working Relationships	<ul style="list-style-type: none"> – Reporting direct to the Group Director / 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	
Our Strategic Director will 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 excellence. – Understand and manage business dynamics with sensitivity and fairness. – Demonstrate integrity, professionalism and resilience under pressure. – Coaches and mentor heads of departments and senior management, building success along with succession planning.
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 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

You will be a highly experienced Senior Executive, educated to degree/professional level in a relevant discipline with excellent inter-personal and communication skills. You will be knowledgeable and credible in the relevant areas and will represent the interests of both City Building businesses at all times.

You will be fully conversant with up-to-date legislative developments within all aspects of commercially focused building organisations and will bring an innovative approach to new developments.

You will engage with the workforce and provide opportunities for empowerment of individuals as well as contributing to the social agenda of the city. You will foster excellent working relationships with key stakeholders including, officers of both members of the JV, trade unions and politicians as well as the wider customer base.

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 ensuring full compliance with legislation, 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 required to have a flexible approach to this role and in your contribution to the success of the business.

Qualifications/Professional Membership Requirements

Essential

- Extensive, demonstrable experience in a leadership role in a relevant environment to this role.
- Masters degree in relevant discipline or equivalent experience.
- Evidence of well-developed knowledge and understanding of the strategic issues facing organisations such as City Building and its members, Glasgow City Council, Wheatley Housing Group and other respective subsidiaries.

Desirable

- Senior Operational leadership experience in the public sector/housing association

Interdependencies

- Group Director / Executive Director
- Executive Leadership Team
- Heads of Service
- Senior Management
- Trades Unions
- 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.