



## Role Profile

Role Details			
<b>Role Title</b>	<b>Senior Executive Admin Assistant</b>	<b>Section</b>	<b>Directorate</b>
<b>Division</b>	<b>Directorate</b>	<b>Report To</b>	<b>Executive Director</b>
<b>Grade/Salary</b>	<b>SCP31-34 (£41,232-£44,444)</b>	<b>Date Completed</b>	<b>March 2026</b>
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>Their accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. They are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise their focus on investing in and growing a skilled staff base.</p> <p><b>Our Values</b></p> <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> <p><b>Our Vision</b></p> <p>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.</p>			

## Role Summary

The Senior Executive Admin Assistant is a key member of City Building, providing high-level administrative support to the Executive Director and Strategic Director as well as other senior leadership to ensure the smooth and efficient delivery of business operations in line with strategic objectives.

This is a pivotal role in ensuring effective executive support and office coordination. You will develop a strong understanding of City Building's structure, services, and priorities, enabling you to assist senior leaders confidently and contribute to delivering excellent customer service.

You will ideally have substantial experience working in a fast-paced environment, supporting senior management and coordinating multiple priorities. You will be highly organised, proactive, and able to work to tight deadlines with a flexible and solution-focused mindset.

The role includes complex diary and inbox management, arranging meetings including booking rooms/venues/ MS Teams links, preparing documents/ minuting of high-level boards and coordinating communications across departments/ services including the Glasgow City Council and Wheatley Group Family. It also involves identifying and resolving administrative issues, supporting executive decision-making, and always ensuring confidentiality.

You will be responsible for the line management of the Executive Admin Assistant who supports other senior leaders and heads of service.

The Senior Executive Assistant will play a central role in maintaining professional standards, managing sensitive information, and supporting internal processes. You will have a strong working knowledge of IT systems, excellent interpersonal and organisational skills, and the ability to work independently with minimal supervision.

You will support the implementation and continuous improvement of administrative procedures, ensuring robust and efficient arrangements are in place to safeguard the interests of the LLP.

While primarily supporting executive management team, you may be expected to contribute flexibly across other areas of the business as needed, adding value through collaboration, professionalism, and a commitment to high standards.

*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:
Executive Support	<ul style="list-style-type: none"><li>- Ability to manage multiple calendars, organising and prioritising appointments, meetings and itineraries.</li><li>- Monitor and respond to emails on behalf of the executive team, including meeting invitations, availability requests and other routine correspondence.</li><li>- Allocate, track and process incoming enquiries and responses, ensuring follow-ups are completed and urgent or high-priority emails are escalated promptly to managers.</li><li>- Managing mail systems (paper and emails as appropriate) arranging for allocation and progress chasing of correspondence.</li><li>- Meeting preparation, creating agendas, taking minutes, and following up on action items.</li><li>- Manage access to executives, filtering calls, and handling incoming inquiries.</li><li>- Duties specific to manager/s as appropriate</li></ul>

	<ul style="list-style-type: none"> <li>– Providing cover and supporting to team members and managers as required.</li> </ul>
Communication and Liaison	<ul style="list-style-type: none"> <li>– Act as a point of contact between executives and other departments, employees and external stakeholders.</li> <li>– Prepare documents such as emails, reports, memos, and presentations.</li> </ul>
Project and Task Management	<ul style="list-style-type: none"> <li>– Ability to track multiple projects, monitoring deadlines and provides updates on progress.</li> <li>– Assist in compiling and analysing data for strategic decision-making.</li> </ul>
Administrative Management	<ul style="list-style-type: none"> <li>– Maintain accurate and confidential records ensure all sensitive data is secured and not shared with any personnel.</li> <li>– Organising and filing documents, both physical and digital, to maintain an efficient workflow and ensure compliance with any relevant policies or regulations.</li> <li>– Providing support for all aspects of administrative duties.</li> </ul>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> <li>– Ensure that you are complying with internal policies, procedures, and relevant regulations.</li> <li>– Comply with and implement all City Building Policies and Procedures.</li> <li>– Act ethically and with integrity.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>– To carry out work in accordance with the Health and Safety at Work Act 1974</li> <li>– To ensure that all Health and Safety requirements are adhered.</li> <li>– Report all Incidents and Accidents at the earliest opportunity.</li> <li>– Ensure a safe working site at all times.</li> <li>– Ensure wellbeing is a priority.</li> </ul>

### **Key Behaviours and Competencies**

**Our Senior Executive Admin Assistant will demonstrate the following behaviours and competencies:**

<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Organisational/ Planning	<ul style="list-style-type: none"> <li>– Ability to manage multiple tasks and priorities, ensuring deadlines are met and operations run smoothly.</li> <li>– Manage and prioritise multiple projects or duties simultaneously, keeping track of resources, documentation, and timelines.</li> <li>– Ensuring all administrative duties are completed in a timely manner.</li> <li>– Taking proactive actions to anticipate needs, address potential issues, and processes.</li> </ul>
Communication/ Collaboration	<ul style="list-style-type: none"> <li>– Provide clear communication and updates as required this could be through email updates, meeting summaries, and meetings.</li> <li>– Provide clear instructions, feedback, and system updates as required.</li> </ul>
Attitude/ Customer Orientation	<ul style="list-style-type: none"> <li>– The ability to remain composed under pressure and adapt well to change.</li> <li>– Possess the ability to maintain professionalism and clarity during arising situations.</li> </ul>
Strategic Awareness and Business Acumen/ Decision Making	<ul style="list-style-type: none"> <li>– Understand the goals of City Building and align support work with strategic objective to best support the Executive Management Team.</li> <li>– Recognise how decision and actions impact the broader organisation.</li> </ul>

Attention to Detail	<ul style="list-style-type: none"> <li>– 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.</li> <li>– Ability to accurately perform tasks, notice discrepancies, and ensure all aspects of systems or processes are handled properly.</li> </ul>
Trust and Confidentiality	<ul style="list-style-type: none"> <li>– You must ensure that any sensitive information is handled confidentially and responsibly.</li> <li>– Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.</li> </ul>
Ethical and Professional Integrity	<ul style="list-style-type: none"> <li>– Able to demonstrate honesty and transparency in all professional dealings.</li> <li>– Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.</li> </ul>

### **Person Specification**

You will be an experienced administrative professional with a proven track record of supporting senior leaders. You will have a strong working knowledge of Microsoft Office software and demonstrate excellent administrative, organisational, and communication skills with a key understanding of confidentiality whilst handling sensitive information.

You will be experienced in managing a varied workload independently, using your initiative to make informed decisions and resolve issues proactively. You will work efficiently under pressure while maintaining high levels of accuracy and professionalism.

In this role, you will represent the interests of the LLP at all times and act as a key liaison across business areas. You will be fully conversant with internal systems and processes and demonstrate an innovative approach to improving administrative practices and supporting new developments. A flexible and adaptable approach is essential, as you will be expected to respond to the changing needs of the business and contribute positively to its ongoing success.

### **Requirements**

*Qualifications/Licence/Certification/Experience level...*

- Proven Administrative experience.
- Proficient in Microsoft Office Software
- Experience as an Executive Assistant or similar is advantageous.
- A relevant qualification/certification in Administration or equivalent is advantageous.

### **Interdependencies**

- Executive Director
- Strategic Director
- Executive Management Team
- Heads of Service
- Senior Leadership Team
- Trade Unions
- 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.