



Role Profile

Role Details			
Role Title	Stores Supervisor	Section	RSBi Stores
Division	RSBi	Report To	RSBi Manager/Senior Production Manager
Grade/Salary	SP31-32 £41,232 – £42,386	Date Completed	17 February 2026
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>			
<p><u>Our Values</u></p> <p>Excellence: to deliver quality in everything we do.</p> <p>Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p>Trust: to be trusted by our employees, clients and partners.</p> <p>Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p>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.</p> <p>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</p>			
<p><u>Our Vision</u></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 Stores Supervisor will have overall responsibility for the RSBi Stores functions. This will include but not be limited to day-to-day management of stores and stores' employees, ensuring all stores' activities are completed on time and to a high standard, liaising with other internal departments and also external clients. Liaising with other CB departments such as central stores, plant and transport, HR and H&S as required.

A key element of this role is the overall management responsibility of the new delivery operations at RSBi. This includes for all kitchen drivers, shunt drivers, retail delivery drivers including liaison with other departments such as central stores, plant and transport, H&S, HR and internal RSBi departments to ensure all deliveries are made in a timely manner to meet customer requirements within a culture of continuous improvement.

You will manage all resources related to your business activities and you will be required to provide relevant management information including key performance indicators. You will have a management responsibility to ensure that all agreed timescales are met and that operations are administered in such a way that all information is recorded correctly with strict cost controls being adhered to.

You will have direct responsibility for the support of employees in service delivery and a duty to ensure that work is carried out to a high standard and that all employees under your control are trained to the highest standard in accordance with company procedures.

A further key requirement of the post is compliance with all relevant legislation and the implementation of policies and procedures and monitoring arrangements in support of this. You will assist in preparing and maintaining an agreed set of quality procedures for your area of operation.

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:
Programme Management	<ul style="list-style-type: none">– Ensure all resources are allocated accordingly to meet timescales/deadlines from clients.– Oversee the production operations ensuring KPIs are met within your area.– Reduce waste to a minimum and ensure recycling of waste where appropriate.
Leadership	<ul style="list-style-type: none">– Manage a team of operatives ensuring they are adequately trained, supported and equipped to perform their roles.– Ensure that the team is sufficiently resourced, with the appropriate tools, equipment, and systems to carry out their duties effectively.– Ensure a customer focused approach and deliver excellent service in all areas under your remit.
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.
General	<ul style="list-style-type: none">– Attend all Training, Meetings, and Toolbox Talks assigned to your role. Leading on Toolbox Talks as required.– Establish, develop and maintain effective working relationships with all work colleagues, clients, and stakeholders.

	<ul style="list-style-type: none"> - Support the Senior Production Manager as required. - Complete all compulsory GOLD and Safety Media training for your role.
Key Behaviours and Competencies	
Our Production Operations Manager will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Technical Competence	<ul style="list-style-type: none"> - You will possess comprehensive knowledge of relevant legislation, industry standards, and best practices. - Ability to lead and conduct thorough compliance audits to identify, and assess risks, and provide accurate reports on findings. - Ability to analyse complex situations, troubleshoot issues related to assembly works and provide effective solutions.
Communication	<ul style="list-style-type: none"> - You should be able to provide clear communication to all employees through various different modes. - Provide clear explanation of work concepts, breaking work down into understandable components, adapting language to suit the varying levels of understanding.
Leadership and Management	<ul style="list-style-type: none"> - Ability to inspire, motivate, and manage a team of operatives. Provide clear direction, manage workloads effectively, and ensure your team has the necessary resources, support, and training. - Demonstrates a commitment to staff development by identifying training needs, providing opportunities for professional growth, and empowering staff to deliver excellent service. - Ensure tasks are completed to a high standard and within the required timeframes. Address any performance issues or concerns swiftly and professionally. - You should demonstrate professionalism, integrity, and respect, setting a positive example for employees in terms of work ethic, attitude, and ethical behaviours in the workplace. - Understand and respect the diverse backgrounds and learning needs of employees creating an inclusive environment where all employees feel valued and respected.
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 manage and 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.
Health and Safety Compliant	<ul style="list-style-type: none"> - Comprehensive understanding of Health, Safety, and Environmental legislation. Ensure compliance with City Building's internal policies and industry standards. - Ability to assess and manage risks associated with your work activities, surveys, and inspections, ensuring that work is carried out in a safe and compliant manner. - Ensuring that all activities meet all necessary quality standards, including inspections, audits, and quality checks on completed works.
Ongoing Training and Professional Development	<ul style="list-style-type: none"> - Complete all necessary training.

	<ul style="list-style-type: none"> - Be open to mentorship and guidance for improvement from more experience colleagues.
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 management, clients, and operatives by consistently handling confidential matters with professionalism and respect. - 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 demonstrate excellent organisational, interpersonal, and communication skills and be forward thinking in providing Customer Service Excellence. You should have a demonstratable track record in stores operations and management. Previous experience in working with employees who require additional support is desirable.

You should have a firm understanding of existing Health and Safety Regulations and be able to communicate with customers/clients ensuring that City Building always provides a customer focused service. You will be fully conversant with up-to-date issues within the business area and bring an innovative approach to new developments/products.

You must be honest and trustworthy with an approachable nature and be able to communicate complex information to a wide range of Stakeholders in professional manner.

You will provide Leadership and Support to the anyone under your direct control. You will have a commitment to identification of development needs both on a personal basis and for your team.

You will be experienced working at a management level. You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level...

- Full Driving Licence.
- Proven Experience in kitchen/Furniture Assembly.
- Proven experience in quality control of finished goods.
- Experience in identifying and carrying out training of employees

Interdependencies

- RSBi Manager
- Senior Production Manager
- Production Operations Manager (Machine Shop)
- Chargehands/Supervisors
- Stores department
- All personnel within City Building, Glasgow City Council, and Wheatley Housing Group

Conditions

Your normal place of work will be 12 Edgefauld Avenue, 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 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.