



## Role Profile

Role Details			
<b>Role Title</b>	<b>Admin Co-ordinator</b>	<b>Section</b>	<b>Training</b>
<b>Division</b>	<b>City Building (Glasgow) LLP</b>	<b>Report To</b>	<b>Training</b>
<b>Grade</b>	<b>SCP 31-34 (£41,232-£44,444)</b>	<b>Date Completed</b>	<b>17 April 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>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>			
<u>Our Values</u>			
<b>Excellence:</b>	to deliver quality in everything we do.		
<b>Honesty:</b>	to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.		
<b>Trust:</b>	to be trusted by our employees, clients and partners.		
<b>Inclusion:</b>	we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.		
<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.		
<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.		
<u>Our Vision</u>			
<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 residents' satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our</p>			

residents, customers and partners as playing a significant role in making Glasgow a great place to live.

### Role Summary

The Admin Co-ordinator is an integral member of the Training team and is responsible for the end-to-end administration and coordination of all apprentice recruitment, funding compliance, apprentice registration, and work experience activity. This includes liaising with internal and external stakeholders to ensure activities are delivered accurately, compliantly, and within agreed timescales.

The role manages the day-to-day delivery of all administrative processes, requiring close supervision, quality assurance, and management oversight, particularly in relation to funding accuracy, compliance, and audit readiness. The post holder supports workload prioritisation, responds to emerging issues, and escalates risks appropriately to ensure continuity of service delivery.

The role contributes to performance monitoring and compliance reporting, ensuring all information is recorded accurately and in line with organisational policies, funding rules, and relevant legislation, thereby mitigating financial, operational, and reputational risk.

As the Admin Co-ordinator you will provide operational and administrative support to the admins in their daily activities reacting to any issues as they emerge ensuring service provision is always maintained.

*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:
Administrative Support	<ul style="list-style-type: none"> <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> <li>– Successful end-to-end administration of apprentice recruitment, onboarding, registration, and work experience placements.</li> <li>– Apprentices and work placements correctly enrolled, recorded, and maintained throughout their lifecycle.</li> </ul>
Inquiry Handling	<ul style="list-style-type: none"> <li>– Handling enquiries, offering assistance, or redirecting them to the appropriate person and/or section when necessary.</li> <li>– Respond to incoming calls, and emails efficiently and effectively.</li> <li>– Communicating with suppliers/support service sections to ensure timely delivery of goods/services and resolving any issues that arise.</li> </ul>
Funding & Compliance	<ul style="list-style-type: none"> <li>– Accurate and timely completion of apprenticeship funding documentation.</li> <li>– Full compliance with funding rules, audit requirements, and internal policies.</li> </ul>
Request Logging and Data Entry	<ul style="list-style-type: none"> <li>– Accurately input information into City Buildings systems.</li> <li>– Managing reports using excel.</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> </ul>

	<ul style="list-style-type: none"> <li>- Ensure a safe working site at all times.</li> <li>- Ensure wellbeing is a priority.</li> </ul>
<b>Key Behaviours and Competencies</b>	
<b>Our Admin Co-ordinator will demonstrate the following behaviours and competencies:</b>	
<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Organisational	<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	<ul style="list-style-type: none"> <li>- Provide clear communication and updates as required.</li> <li>- Provide clear instructions, feedback, and system updates with team members, other sections and clients when required.</li> </ul>
Attention to Detail	<ul style="list-style-type: none"> <li>- Ensure all data is recorded accurately, minimising errors that could impact the scheduling or execution of works.</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>
<b>Person Specification</b>	
<p>You will be experienced in administrative duties with a key working knowledge of IT systems and have excellent admin and communication skills. You will be experienced working on your own initiative.</p> <p>You will represent the interests of the organisation at all times and be conversant with the business areas and IT systems and will bring an innovative approach to new developments and will be committed to development on a personal basis.</p>	
<b>Requirements</b>	
<p><i>Qualifications/Licence/Certification/Experience level...</i></p> <ul style="list-style-type: none"> <li>- Proven Administrative experience.</li> <li>- Proficient in Microsoft Office Software.</li> <li>- A relevant qualification/certification in Administration or equivalent is advantageous.</li> </ul>	
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>- Apprentices</li> <li>- Training Team</li> <li>- All personnel within City Building, RSBI, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly</li> </ul>	
<b>Conditions</b>	
<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>	

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.