

Role Profile

Role Details			
Role Title	People Services Manager	Section	People Services
Division	Support Services	Report To	Head of HR Operations
Grade	SP56-59 (£74317 - £79776)	Date Completed	29/04/2026
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>Our Values</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>Our Vision</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 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 People Services is responsible for leading and managing the team to deliver critical HR transactional services across the employee lifecycle. This role ensures efficient and accurate processing of recruitment, contracts, establishment control, job evaluation, HR management information (MI), payroll, and administrative functions. The People Services Manager will drive continuous improvement, compliance, and operational excellence, working closely with HR colleagues and other internal and external stakeholders to support the People Strategy and organisational goals.

Key responsibilities:

- **Team Leadership & Management:**
 - Lead, develop, and motivate the HR Team to deliver high-quality services aligned with business objectives.
 - Monitor team performance, manage workloads, provide coaching, and 121 support.
 - Promote a collaborative, customer-focused culture within the team.
- **Employee Lifecycle Management:**
 - Oversee processes relating to onboarding, transfers, promotions, leavers, and other employee lifecycle events.
 - Ensure compliance with company policies, employment law, and regulatory requirements.
- **Recruitment & Operational Workforce Planning:**
 - Manage recruitment workflows including job requisitions, candidate tracking, and offer processing.
 - Support operational workforce planning activities to align staffing needs with the Establishment and business demands.
 - Lead and collaborate with stakeholders to ensure effective talent acquisition to support Succession Planning.
- **Job Evaluation:**
 - Support the implementation and maintenance of job evaluation activity including the coordination of job evaluation processes to ensure roles are correctly graded and aligned with organisational frameworks.
 - Provide expert advice on job descriptions, role profiles, and grading structures.
- **HR Management Information (MI) & Reporting:**
 - Oversee the collection, analysis, and reporting of HR data to provide meaningful insights for decision-making.
 - Ensure data integrity and accuracy across HR systems and reports.
- **Payroll Administration:**
 - Lead on the streamlining, simplification and upgrade (with our external provider) of the payroll system.
 - Coordinate with payroll teams to ensure timely and accurate payroll processing.
- **HR Administration:**
 - Manage the administration of HR processes, ensuring documentation and record-keeping are accurate and compliant.
 - Implement and maintain HR systems and tools to optimise transactional workflows.
- **Continuous Improvement:**
 - Identify opportunities to streamline HR operational processes and improve service delivery.
 - Lead or participate in projects to enhance HR operations and systems.

Key Skills and Competencies:

Skills & Qualifications:

- Proven experience in managing HR operational teams or functions.
- Strong knowledge of employee lifecycle processes, recruitment, workforce planning, establishment control, job evaluation, payroll, and HR MI.
- Excellent leadership and people management skills.
- Proficient in HR information systems (HRIS) and payroll software.
- Strong analytical and problem-solving abilities.
- Excellent communication and stakeholder management skills.
- Attention to detail with a strong focus on compliance and accuracy.
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment.

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:
Team Leadership and Management	<ul style="list-style-type: none">– Team Performance Reports: Regular reports evaluating team performance metrics, workload distribution, and coaching outcomes.– Personal Development Plans: Individual development and coaching plans for team members aligned with CB Strategy, career growth and business needs.
Employee Lifecycle Management	<ul style="list-style-type: none">– Compliance Audits: Records confirming adherence to employment laws and company policies during lifecycle events.– Process Documentation: Quality Processes (QPs) for transfers, promotions, terminations, and other lifecycle processes.– Risk and Compliance Logs: Tracking and resolution of compliance issues or risks identified during lifecycle events.
Recruitment and Operational WFP	<ul style="list-style-type: none">– Workforce Planning: Forecast and aligned documents matching resource needs with Establishment / business demand.– Succession Planning Support Materials: Talent pool reports, gap analysis, and stakeholder collaboration supporting succession planning with HRBPs.– Recruitment Workflow Dashboards: Once system implemented real-time tracking of job requisitions, candidate pipeline status, and offer acceptance rates.
Job Evaluation	<ul style="list-style-type: none">– Job Evaluation Coordination Plans: Schedules and progress reports on job evaluation activities.– Role Profiles & Grading Updates: Reviewed and updated job descriptions and role profiles aligned to grading frameworks.– Advisory Notes: Expert advice documentation on job evaluation decisions for leadership and HR business partners.
Payroll Management	<ul style="list-style-type: none">– Payroll System Improvement Plans: Project plans and progress updates on payroll system upgrades and process simplifications.

	<ul style="list-style-type: none"> – Payroll Audit / Accuracy Reports: Error rates, reconciliation reports, and payroll processing timelines.
HR Administration / MI Management	<ul style="list-style-type: none"> – HR Data Dashboards: Accurate, up-to-date MI dashboards presenting key HR metrics. – Analytical Reports: Insightful reports interpreting data trends to inform leadership decision-making. – Process Documentation: HR administrative processes ensuring compliance and efficiency. – Record-Keeping Audits: Regular audits verifying completeness and accuracy of employee records.
Continuous Improvement	<ul style="list-style-type: none"> – Process Improvement Proposals: Documented opportunities for streamlining HR operations. – Project Deliverables: Outputs and outcomes from HR operational projects led or participated in. – Feedback & Lessons Learned: Retrospectives or post-implementation reviews capturing lessons for ongoing enhancement.
Key Behaviours and Competencies	
Our People Services Manager will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Leadership & Team Management	<ul style="list-style-type: none"> – Ability to inspire, motivate, and develop a high-performing team. – Skilled in coaching, mentoring, and providing constructive feedback. – Strong delegation and workload management capabilities. – Fosters a collaborative and inclusive team culture focused on internal customer service
Communication	<ul style="list-style-type: none"> – Excellent verbal and written communication skills. – Ability to communicate complex HR concepts clearly to diverse audiences. – Proficient in stakeholder management, including influencing and negotiation. – Active listening and empathetic interpersonal skills
Organisational & Planning Skills	<ul style="list-style-type: none"> – Strong ability to prioritise, plan, and manage multiple concurrent projects. – Detail-oriented with excellent follow-through to ensure deadlines and quality standards are met. – Adept at resource planning and capacity management.
HR Expertise	<ul style="list-style-type: none"> – Solid understanding of employee lifecycle processes, including onboarding, transfers, reward, promotions and exit. – Knowledgeable of employment laws, regulations, and compliance requirements. – Familiarity with job evaluation methodologies and grading frameworks. – Experience with recruitment workflows and workforce planning.
Analytical & Problem-Solving Skills	<ul style="list-style-type: none"> – Ability to analyse HR data and generate actionable insights. – Skilled in identifying process inefficiencies and recommending improvements.

	<ul style="list-style-type: none"> – Proactive in resolving operational challenges and mitigating risks.
Technical Proficiency	<ul style="list-style-type: none"> – Proficient in HR information systems (HRIS), payroll systems, and reporting tools. – Comfortable with data management, ensuring accuracy and integrity. – Ability to lead or contribute to HR system upgrades and implementations.
Change Management & Continuous Improvement	<ul style="list-style-type: none"> – Open and adaptable to change, leading continuous improvement initiatives. – Ability to manage projects that enhance HR operational effectiveness. – Promotes a culture of innovation and learning within the team.
Customer Focus	<ul style="list-style-type: none"> – Strong commitment to delivering excellent service to internal customers (employees, managers, leadership). – Understands business needs and aligns HR operations accordingly. – Responsive and proactive in addressing stakeholder requirements and concerns.
Ethics & Confidentiality	<ul style="list-style-type: none"> – Maintains the highest level of integrity and confidentiality. – Demonstrates ethical decision-making in all HR activities. – Ensures compliance with company policies and legal requirements

Person Specification

The People Services Manager will have proven experience in managing employee life cycle, recruitment and payroll functions at a senior level.

You will have strong knowledge of employee lifecycle processes, recruitment, workforce planning, establishment control, job evaluation, payroll, and HR MI.

You must be proficient in HR information systems (HRIS) and payroll software. You will have strong analytical and problem-solving abilities, excellent communication and stakeholder management skills.

You will have a strong focus on compliance and accuracy whilst having the ability to manage multiple priorities and meet deadlines in a fast-paced environment.

Requirements

Qualifications/Licence/Certification/Experience level...

Essential

- Chartered Member of CIPD or equivalent HR professional certification at degree level
- Experience of working as a senior HR manager in a large organisation
- Experience with HRIS platforms such as SAP, Oracle HCM, Fusion or similar

Desirable

- Experience of working in the Public Sector / Construction industry
- Experience of working in in a local authority setting
- Project management qualification and / or experience

- Experience of Joint Working with partner agencies

Interdependencies

- Wider HR team
- Executive Team / Senior Management Team
- Finance team
- IT team
- External Vendors and Service Providers
- Glasgow City Council departments
- Wheatley Group departments

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.