



Role Profile



Role Details			
Role Title	Driver/General Operative	Section	Voids
Division	Voids	Report To	Voids/Stores
Grade/Salary	£32,911 per annum	Date Completed	June 2026

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 currently hold Investors in Young People Platinum award, an award we are immensely proud of as it recognises 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 residents' 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

As a Driver/General Operative you will be a key part of our Void delivery team and be directly responsible for the delivery of City Building materials to our wide range of customers.

You will be expected to have excellent communication and interpersonal skills, this role will also require you to carry out heavy manual handling daily. You should always represent City Building to the highest standard.

In this role you will undertake a range of general labouring duties, including manual handling, site maintenance, and supporting trades.

In addition to driving duties, the following will also be expected of you:

- Ensuring timely delivery of materials to predetermined location.
- Ensuring goods are loaded on vehicles in a safe and secure manner ensuring correct goods are loaded in line with documentation.
- Ensuring appropriate documentation is completed on delivery to customers.
- Uplift of site debris and disposal of debris within Darnick Street waste area, daily vehicle checks are carried out in conjunction with CB procedures.

You will be enthusiastic about customer service and will be Health and Safety conscious.

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:
Driving	<ul style="list-style-type: none">– Organising your load safely before leaving premises.– Carrying out daily vehicle checks as required by our transport department.– Compliance with all aspects of DVLA and City Building driving policies.
Deliveries	<ul style="list-style-type: none">– Ensure deliveries are completed within appropriate timescales.– Ensure all delivery paperwork/PODs are completed and returned to stores.– Communicating with onsite personnel regarding deliveries and feedback of any issues that arise.
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.– Ensure drivers CPC training is maintained and up to date.
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.– Wearing of all appropriate PPE.– Report all accidents and near misses as per CB procedures.
Documentation	<ul style="list-style-type: none">– Maintain accurate records of deliveries with all relevant paperwork carried out.
Communication	<ul style="list-style-type: none">– Establish good communication with management and internal void team.

	<ul style="list-style-type: none"> - Practice excellent communication with customers and relay feedback to management.
General	<ul style="list-style-type: none"> - Attend all Training, Meetings, and Toolbox Talks assigned to your role and carry out Toolbox Talks as required. - Establish, develop, and maintain effective working relationships with all work colleagues.
Key Behaviours and Competencies	
Our driver/General Labourer will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Technical	<ul style="list-style-type: none"> - Demonstrate the ability to carry out all deliveries in a timely and qualitative manner. - Demonstrate competency in securing and transporting loads safely. - Display proficiency in negotiating delivery routes. - Carry out the manual handling of heavy goods.
Health and Safety awareness	<ul style="list-style-type: none"> - Positive and pro-active approach to good health and safety practices. - Always ensure the correct PPE is worn. - Adhere to all site H&S practices including both CB and external sites.
Adaptability and Process Improvement	<ul style="list-style-type: none"> - Embrace and drive changes to internal processes and procedures may 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 could help improve out delivery service.
Customer Service	<ul style="list-style-type: none"> - Always demonstrate excellent customer service skills. - Be able to effectively communicate with customers to ensure deliveries are carried out smoothly and maintain excellent customer service. - Address any customer inquiries or issues that arise during delivery.
Personal development	<ul style="list-style-type: none"> - You will take part in staff appraisals with line management, and you should be open to feedback and convey suggestions to help improve service delivery.
Person Specification	
Essential <ul style="list-style-type: none"> - Excellent time management and organisational skills. - Strong communication and interpersonal skills. - Ability to problem solve and work independently. Desirable <ul style="list-style-type: none"> - Previous experience of delivery driving large vehicles and previous experience of warehouse operations is advantageous. 	
Requirements	
<i>Qualifications/Licence/Certification/Experience level...</i>	
<ul style="list-style-type: none"> - Full driving licence 	

- Excellent customer service
- Experience of working in the construction industry is advantageous.

Interdependencies

- Void Management Team
- External customers
- Support Services areas
- All personnel within City Building, RSBI, 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.