



## Role Profile



Role Details			
<b>Role Title</b>	<b>Tiler</b>	<b>Section</b>	<b>Investment</b>
<b>Division</b>	<b>City Building (Glasgow) LLP</b>	<b>Report To</b>	<b>Operations Manager</b>
<b>Grade/Salary</b>	<b>£40,653</b>	<b>Date Completed</b>	<b>June 2026</b>

### 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

A Tiler is a vital member of the Operations Division, working within the Investment section to deliver high-quality service across the social housing sector. This role focuses on ensuring properties are finished to a high standard through skilled tiling, contributing to safe, comfortable, and well-maintained homes.

The post holder will be responsible for carrying out a range of tiling tasks within both occupied and void properties. This includes carrying out wall and floor tiling works in kitchens and bathrooms as part of residential refurbishment projects.

The tiler will have the ability to prepare surfaces by cleaning, levelling, and waterproofing where required; measure and cut tiles accurately to achieve high-quality finishes; install ceramic, porcelain, natural stone, and other tile materials to specification; and apply adhesives, grout, trims, and sealants in accordance with industry standards. They will ensure all tiling works are completed safely, efficiently, and to a high standard of workmanship, while maintaining a clean and organised work area and complying with health and safety regulations. The tiler will also inspect completed work and rectify any defects to ensure customer satisfaction.

Respect for tenants' homes is essential, including minimising disruption, maintaining cleanliness, and providing excellent customer service throughout all interactions. Strong communication skills and a professional attitude are key to the role.

This position requires the ability to work both independently and collaboratively as part of a team, ensuring work is completed efficiently while maintaining high standards of safety, quality, and workmanship.

Flexibility is important as the post holder may be required to support other areas of the Investment service or work in different locations to meet business needs.

*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

<b>Role Output:</b>	<b>Includes the Requirement to:</b>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"><li>– Comply with and implement all City Building Policies and Procedures.</li><li>– Act ethically and with integrity.</li><li>– Comply with building standards.</li></ul>
Investment	<ul style="list-style-type: none"><li>– Perform general Tiling, including fixing issues with existing building fabric.</li><li>– Install new building fabric as required.</li><li>– Conduct routine inspections and maintenance were required.</li><li>– Respond to emergency Tiling issues promptly and efficiently.</li><li>– Ensure all work is carried out in compliance with relevant health and safety regulations.</li></ul>
Customer Service and Communication	<ul style="list-style-type: none"><li>– Communicating effectively with customers to explain the works, provide updates, and ensure satisfaction.</li><li>– Maintain accurate records of the work carried out, supplies used, and repair history.</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>
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"><li>– Comply with and implement all City Building Policies and Procedures.</li><li>– Act ethically and with integrity.</li></ul>

General	<ul style="list-style-type: none"> <li>– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role.</li> <li>– Complete all compulsory GOLD and Safety Media training for your role.</li> <li>– Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders</li> </ul>
<b>Key Behaviours and Competencies</b>	
<b>Our Plasterers will demonstrate the following behaviours and competencies:</b>	
<b>Behaviours and Competencies:</b>	<b>Includes the Requirement to:</b>
Technical Competence	<ul style="list-style-type: none"> <li>– Time served apprenticeship in Tiling.</li> <li>– Experience in Investment type works- kitchen &amp; bathrooms installations, property refurbishment</li> </ul>
Health, Safety and Environmental	<ul style="list-style-type: none"> <li>– Operatives should exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE/RPE, and ensuring the work area always remains safe.</li> <li>– Reporting all safety incidents, accidents, and near misses. Ensure that all asbestos waste is disposed of properly and in accordance with environmental regulations.</li> <li>– A work environment that prioritises safety and minimises exposure to asbestos and other environmental hazards.</li> </ul>
Communication and Client Interaction	<ul style="list-style-type: none"> <li>– Operatives need to communicate risks, safety procedures, and job updates to clients and team members. This includes reassuring clients about the safety of the work being undertaken and responding to their questions in a professional manner.</li> <li>– Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information.</li> <li>– Positive relationships with clients, a clear understanding of asbestos risks, and customer satisfaction with the work being carried out.</li> </ul>
Teamwork and Collaboration	<ul style="list-style-type: none"> <li>– Operatives must work cooperatively with colleagues, including supervisors and other operatives, to complete tasks efficiently.</li> <li>– They should also be capable of working independently when necessary, ensuring that all safety protocols and procedures are followed.</li> <li>– Smooth workflow, clear communication between team members, and efficient task completion.</li> </ul>
Ongoing Training and Professional Development	<ul style="list-style-type: none"> <li>– Complete all necessary training.</li> <li>– Be open to mentorship and guidance for improvement from more experience colleagues.</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 management, clients, and trade operatives 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 Tiler with strong attention to detail, with the ability to work using your own initiative, finding quick solutions to problematic works whilst also working as an integral part of a small team.

You will have a customer-focused approach, providing customer service excellence supporting the service delivery within the Investment division of City Building. You will liaise with your manager and team in respect of any problems regarding access or delays.

You will have the ability to deliver high-quality workmanship within agreed timescales is essential, along with consistently maintaining a tidy and safe working environment.

You will project a professional and quality image of the service provided and always conduct yourself in a professional and courteous manner when representing City Building.

You will be experienced in working within a customer focused environment with a flexible approach to ensure the successful delivery of a high quality service.

A full UK driving licence is required, as this role involves travel to various sites.

The successful candidate must ensure all work is carried out in compliance with current building standards, health and safety legislation, and organisational policies.

## Requirements

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

- Time served apprenticeship in Tiling
- Full UK driving licence required
- Investment experience

## Interdependencies

- All personnel within City Building, Glasgow City Council, and Wheatley Housing Group
- Operations/Contracts Manager within the Operations Division
- Other City Building Trades
- City Building Clients and Customers
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly in working within the Operations Division

## 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.