Role Profile

Role Details			
Role Title	**PIMSS Planner**	**Section**	**Investment**
Division	**Investment**	**Report To**	**Investment Manager**
Grade / Salary	**SCP 19-30**	**Date Completed**	**October 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 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.

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 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.

Role Summary
The PIMSS Planner is a key member of the Investment Team and provides essential support to the Admin Co-ordinator in the administration and management of the Property Investment Management Monitoring System (PIMSS) and associated business processes. The role supports the successful delivery of the investment programme by ensuring that completed works are accurately recorded, validated, financially valued and processed within agreed contractual timescales. A key responsibility of the role is supporting income recovery activities through the PIMSS Contractor Portal. The postholder will ensure contractor claims, valuations and cost recovery submissions are accurately completed, appropriately evidenced and processed in a timely manner. This requires excellent attention to detail, strong organisational skills and the ability to manage information accurately across multiple systems. Working closely with Operational Managers, Commercial Teams, Finance colleagues, Contractors and Client representatives, the PIMSS Planner will contribute to the effective administration, monitoring and reporting of investment programmes. The postholder will maintain and update valuation and financial information, ensuring compliance with contractual obligations, organisational procedures and audit requirements. The role includes validating completed works, maintaining accurate and auditable records, and supporting the effective management of financial information to enable robust financial control, reporting and income recovery. Through thorough administration and quality assurance processes, the postholder will help maintain data integrity and support the achievement of operational and financial performance objectives. The PIMSS Planner will also support governance, compliance and performance monitoring activities by ensuring records are complete, accurate and readily available for audit purposes. The role contributes to minimising financial, operational and reputational risk through the consistent application of procedures, controls and contractual requirements. The postholder will be expected to assist in identify opportunities to improve systems, processes and ways of working, supporting continuous improvement initiatives that enhance efficiency, strengthen controls and improve service delivery across the Investment Team. Reporting directly to the Admin Co-ordinator, the successful candidate will work closely with the wider Investment Management Team and build effective working relationships with internal and external stakeholders. The role requires a flexible and collaborative approach, with the ability to respond positively to changing priorities and support wider business objectives as required. *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:**
Investment PIMMs Administration and Valuation	– Assist with the day-to-day operation of the PIMSS administration function. – Ensure completed investment works are accurately recorded, validated and financially valued within agreed contractual timescales. – Monitor the progress of valuations and take appropriate action to resolve delays, inaccuracies or discrepancies. – Support the timely recovery of income through the accurate administration and processing of PIMSS valuations. – Ensure all valuation records are maintained accurately and are available for audit and reporting purposes.

Financial Governance and Compliance	– Ensure PIMSS valuations are processed in accordance with contractual, financial and audit requirements. – Monitor valuation activity to identify risks, trends or anomalies and escalate issues where appropriate. – Support financial reconciliation processes and provide information to internal and external auditors as required. – Maintain effective controls to safeguard the organisation's income streams and financial interests.
Programme Management	– Complete the PIMSS valuation process ensuring agreed timescales and KPI are met. – Ensure that all legal requirements and schedules are accurately recorded, updated, and reported back to the operational team, client and stakeholders as required.
Health and Safety	– 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.
Compliance with professional, regulatory, statutory, and corporate requirements.	– Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity.
General	– Attend all Training, Meetings, Reviews, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues, clients, and stakeholders
Key Behaviours and Competencies	
Our PIMSS Planner will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	**Includes the Requirement to:**
Technical Competence	– You will possess comprehensive knowledge of relevant legislation, industry standards, and best practices. – Ability to Assist and conduct thorough office compliance audits to identify, and assess risks, and provide accurate reports on findings. – Ability to analyse complex situations, troubleshoot issues related to the office administration activities, and provide effective solutions. –
Communication and Client Interaction	– A need to communicate and financial updates to clients and the management team. This includes reassuring clients about the accuracy of the information being requested via PIMSS and responding to their questions in a professional manner. – Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. – Positive relationships with clients, CB finance, both internal and external auditors. – Ability to communicate information clearly to your team and external parties. – Effectively manage relationships with the operational team, including Wheatley Housing Group (WHG) Managers, GCC

	Clients, Senior Managers, the HSE, and others. Regularly provide updates on workstream progress and ensure that client or operational concerns are addressed. – Ability to write clear, concise, and accurate minutes for meetings.
Teamwork and Collaboration	– Must be able to work collaboratively with colleagues, including Team members, managers, stakeholders and other operatives, to complete tasks efficiently. – Should also be capable of working independently when necessary, ensuring that all safety protocols and procedures are followed. – Smooth workflow, clear communication between team members, and efficient task completion.
Adaptability and Process Improvement	– 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 asbestos survey operations and lead to better outcomes for clients.
Ongoing Training and Professional Development	– Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues.
Trust and Confidentiality	– You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with management, clients, and trade operatives by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	– 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 be an experienced administrator with a strong understanding of administrative processes, financial controls, data management and performance reporting within a busy operational environment. Experience of working with the Property Investment Management Monitoring System (PIMSS), or a similar works management and valuation system, is essential. You will possess a detailed understanding of the PIMSS valuation process and the importance of accurate validation, financial governance and income recovery activities.

You will have experience of assisting with administrative activities and ensuring information is processed accurately, efficiently and in accordance with contractual requirements, organisational procedures and audit standards. You will be comfortable analysing information, identifying discrepancies and implementing corrective actions to maintain data accuracy and financial integrity. You will possess excellent organisational, communication and problem-solving skills, with the ability to prioritise competing demands, manage workloads effectively and meet challenging deadlines. You will work closely with operational managers, commercial teams, finance colleagues, client representatives and other stakeholders to ensure the successful delivery of Investment programmes and associated valuation activities.

You will provide guidance, support and day-to-day coordination of administrative teams, ensuring resources are utilised effectively, service standards are maintained and business objectives are

achieved. You will contribute to the development of colleagues, support continuous improvement initiatives and promote a culture of customer service excellence.

You will be customer focused, proactive and able to work on your own initiative while maintaining strong working relationships across the organisation. You will demonstrate professionalism, integrity and discretion at all times and be committed to safeguarding the financial, operational and reputational interests of the organisation.

You will be required to adopt a flexible approach to the role and contribute positively to the achievement of the Investment Division's objectives and the wider success of the organisation.

Requirements

Essential:

- Comprehension knowledge of servitor and Microsoft packages such as excel and word.
- Proven experience in Administration and PIMSS valuation process.
- Proven experience operating financial reconciliation processes and Quality Control systems relating to our PIMSS.

Desirable:

- Comprehensive Knowledge of PIMSS administration policies and procedures
- Experience Assisting Quality Assurance and Quality Control systems relating to our PIMSS office audits.

Interdependencies

- CBG Division Manager / Assistant Division Manager
- WHG Division Manager / Assistant Division Manager
- CBG, GCC and WHG Heads of Service
- Wheatley Housing Group Managers, Directors, Compliance Team, and Repair Specialists
- CBG Group Managers, Directors, Compliance Team, and Repair Specialists
- City Building Business Unit Project Managers/Contract Managers/ Operations Managers
- Administrators within your area
- City Building HSEQ Team
- 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.