# Role Profile

| Role Details | | | |
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| **Role Title** | **Operations Inspector** | **Section** | **Healthy Homes** |
| **Division** | **Operations** | **Report To** | **Healthy Homes Manager** |
| **Grade** | **SCP 31-34 (£41,232 - £44,444)** | **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

The Operations Inspector provides independent, evidence-based assurance of service quality, safety and compliance across the organisation's allocated trade(s) or workstreams including responsibility for inspecting, diagnosing and managing damp and mould cases, ensuring appropriate categorisation, recording and 'make safe' actions are undertaken.

The role focuses on inspection, verification and quality control, reviewing workmanship, materials, documentation and adherence to specifications, method statements, and regulatory requirements.

Working closely with Operations Managers and Technical Advisors, the Operations Inspector plans and carries out pre-, in-progress and post-inspections, documents findings, recommends corrective actions, and follows up to confirm completion.

The role supports continuous improvement, identifying trends, root causes and recurring issues, and helps to ensure a right-first-time approach that is safe, compliant, efficient and customer-focused.

*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: |
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| Inspection and Quality Assurance | – Plan, schedule and complete pre-, in-progress and post-inspections across allocated trade(s) and sites.<br>– Assess quality of workmanship and materials against specifications, standards and job scopes, documenting clear findings, evidence and recommendations.<br>– Verify that remedial actions are completed to standard and close out inspection actions within agreed timescales.<br>– Maintain accurate inspection records, photographs and reports, ensuring audit-ready documentation. |
| Compliance and Safety Verification | – Check adherence to Health and Safety legislation, safe systems of work, permits and method statements during site inspections.<br>– Identify non-compliance and safety risks; escalate appropriately and provide practical recommendations.<br>– Support incident and near-miss investigations with inspection evidence and technical observations.<br>– Monitor compliance with environmental responsibilities (e.g., waste management, safe disposal). |
| Performance Monitoring and Reporting | – Produce timely inspection reports and trend analyses to highlight themes, risks and recurring issues.<br>– Track KPIs related to quality, defects, rework, right-first-time, and customer impact; propose improvement actions.<br>– Provide regular assurance updates to Operations Managers, Technical Advisors and senior stakeholders. |
| Continuous Improvement and Learning | – Conduct root-cause analysis on inspection findings; recommend proportionate, sustainable improvements.<br>– Collaborate with Operations Managers and Technical Advisors to update guidance, standards and processes.<br>– Feed inspection learning into toolbox talks, targeted training and briefings for operatives and supervisors. |

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| Customer Focus and Stakeholder Liaison | – Engage professionally with customers, clients and stakeholders during site visits and inspections.<br>– Ensure issues affecting customers are prioritised, clearly explained and resolved promptly through the operational team.<br>– Support complaint investigations with objective inspection evidence and pragmatic recommendations. |
| Planning, Coordination and Governance | – Work with planners, supervisors and managers to schedule inspections efficiently around operational delivery.<br>– Ensure all inspection activity is conducted impartially, following organisational policies, procedures and governance standards.<br>– Contribute to internal/external audits and ensure documented conformance with statutory and contractual requirements. |
| **Key Behaviours and Competencies** | |
| **Our Operations Inspectors will demonstrate the following behaviours and competencies:** | |
| **Behaviours and Competencies:** | **Includes the Requirement to:** |
| Technical Knowledge | – Strong understanding of allocated trade(s) methods, materials, industry standards and specifications.<br>– Able to assess technical quality objectively and recognise non-conformance and emerging risk. |
| Health, Safety and Compliance | – Promotes a safety-first culture; verifies compliance with safe systems of work and legislation during inspections.<br>– Identifies hazards and non-compliance and advises on corrective measures proportionate to risk.<br>– Act as a competent person in relation to damp and mould, including categorising severity, diagnosing causes and determining appropriate remedial actions.<br>– Ensure immediate "make safe" actions are identified, instructed and verified where risks to health or property are present. |
| Communication | – Produces clear, concise and evidence-based inspection reports for technical and non-technical audiences.<br>– Communicates findings constructively, building trust while maintaining independence and objectivity. |
| Problem Solving | – Uses structured methods (e.g., 5 Whys, cause-and-effect) to identify root causes and practical solutions.<br>– Balances compliance, safety and service priorities to recommend proportionate actions. |
| Customer Focus | – Focuses on right-first-time outcomes that reduce repeat visits and enhance customer experience.<br>– Handles customer-facing technical issues with clarity, empathy and professionalism. |
| Integrity and Confidentiality | – Acts with honesty, impartiality and professional scepticism where needed.<br>– Handles sensitive information responsibly and maintains confidentiality. |
| Adaptability | – Responds positively to changes in standards, methods, technology or workload.<br>– Adjusts inspection planning to meet operational realities while safeguarding assurance. |

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| Collaboration | – Works effectively with Operations Managers, Technical Advisors, supervisors and planners to close actions and improve performance.<br>– Contributes to cross-functional reviews and improvement forums with objective insight. |

**Person Specification**

You will demonstrate excellent organisational, interpersonal and communication skills and be forward-thinking in supporting safe, compliant and high-quality service delivery through independent inspection and assurance.

You should have a demonstrable track record of applying technical standards, assessing workmanship and providing clear, actionable feedback in a repairs, maintenance, construction or technical services environment.

You should have a strong understanding of relevant Health and Safety legislation, industry standards and inspection methods, and be able to communicate these effectively to colleagues, customers and clients. You will have strong practical knowledge of relevant trade activities, standards, materials, methods and technologies (gained through qualification or equivalent experience), and apply this to promote right-first-time delivery.

You must be honest, trustworthy and approachable, with the ability to communicate complex or sensitive findings to a wide range of stakeholders in a calm, clear and professional manner. You will be confident in providing evidence-based challenge where required and in recommending proportionate corrective actions.

You will work closely with Operations Managers and Technical Advisors, contributing your inspection insights to operational planning, problem solving and service improvement. You will demonstrate flexibility and professionalism, supporting the success of the wider operational service through collaboration, accuracy and objective assurance.

You will have a broad understanding of operational activities, enabling you to represent the organisation professionally at all times and support the delivery of safe, compliant, efficient and customer-focused services.

**Requirements**

*Qualifications/Licence/Certification/Experience level…*

- Full UK driving licence (where required for site travel).
- Proven experience in inspections, quality assurance or verification within repairs, maintenance, construction, facilities or technical services, with strong competence in the relevant allocated trade(s).
- Qualified in a relevant trade or demonstrable equivalent experience working with trade activities and carrying out inspections, with the ability to assess workmanship and compliance. Formal qualifications are desirable but not essential.
- Experience assessing workmanship and compliance, producing evidence-based reports and tracking close-out of corrective actions.
- Knowledge of relevant industry standards, technical specifications and safe working practices applicable to allocated trade(s).
- Strong understanding of regulatory, statutory and compliance requirements, including Health and Safety legislation and audit expectations.
- Competence in using operational IT systems, digital inspection tools, work management platforms and technology relevant to reporting and evidence capture.

| Interdependencies |
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| – Key Stakeholders<br>– City Building Trades<br>– Clients<br>– All personnel within City Building, 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.<br><br>Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.<br><br>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. |