



Role Profile

Role Details			
Role Title	Programme Manager	Section	Transformation
Division	OD, Training and Transformation	Report To	Head of OD, Training and Transformation
Grade / Salary	SCP 55-58 £72,617.00 - £77,928.00	Date Completed	05/06/2026
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>			
<u>Our Values</u>			
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			
<u>Our Mission Statement</u>			
To contribute excellence in construction, repairs, maintenance, manufacturing and training to our customers, our employees, partners, suppliers, and the local communities in which we work.			
Benefits			

Benefits

As part of City Building, we offer sector-leading benefits package, the successful candidate will receive the following:

- A rewarding career with a competitive salary.
- Access to contributory pension scheme – Strathclyde Pension Fund.
- Excellent annual leave entitlement
- Enhanced maternity, paternity, and adoption/shared parental leave.
- Access to excellent health and wellbeing initiatives.
- Access to a discounted gym membership.
- Facility to make payments directly from your salary.
- Workplace parking and more.

Role Summary

The Programme Manager is a senior organisational leader responsible for directing, coordinating and assuring the delivery of multiple projects and change initiatives that collectively support City Building's strategic objectives and long-term transformation agenda.

The post-holder will design, embed and oversee a consistent programme and project management framework, ensuring that standards, governance and delivery practices are applied consistently across the organisation. They will provide leadership and operational oversight to a team of Project Managers and project support staff, ensuring clear direction, prioritisation, resource allocation and professional development within the team.

Working closely with senior leaders, service areas and external partners, the Programme Manager will translate organisational priorities into structured programmes of work, maintain a forward-looking transformation roadmap, and ensure benefits, outcomes and performance indicators are monitored and delivered.

They will champion high-quality planning, robust risk and dependency management, effective stakeholder engagement, and the continuous improvement of delivery capability across the organisation.

This role requires excellent strategic thinking, strong leadership, and the ability to operate confidently in complex, multi-stakeholder environments while driving alignment, accountability and value across all project and programme activities.

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:
Programme Leadership & Direction	<ul style="list-style-type: none">- Provide strategic leadership across multiple interconnected projects and change initiatives.- Translate organisational strategy into long-term programme plans and delivery outcomes.- Set clear expectations, delivery standards and success criteria for all projects.- Ensure programmes are aligned with business objectives and customer needs.
Programme Planning & Governance	<ul style="list-style-type: none">- Establish and maintain programme governance frameworks and delivery methodologies.- Develop integrated programme plans, milestones, dependencies and critical paths.

	<ul style="list-style-type: none"> – Ensure robust controls exist for risk, issue, change, schedule and financial management. – Oversee and assure Project Manager delivery, ensuring consistent governance and reporting.
Resource, Budget & Benefits Management	<ul style="list-style-type: none"> – Own programme-level budgeting, forecasting and financial control. – Plan and manage resources across multiple projects, ensuring effective allocation. – Track and report on benefits, KPIs and outcomes against agreed business cases. – Challenge and support Project Managers to mitigate financial or schedule pressures.
Stakeholder, Supplier & Executive Engagement	<ul style="list-style-type: none"> – Act as the senior point of contact for programme communication, decisions and escalations. – Build productive relationships with senior leaders, service areas, suppliers and external partners. – Facilitate workshops, governance boards and decision-making forums. – Maintain transparency and effective communication throughout the organisation.
Risk, Assurance & Compliance	<ul style="list-style-type: none"> – Proactively identify and manage cross-programme risks, issues and organisational impacts. – Ensure Project Managers apply rigorous controls and remediation plans. – Maintain accurate programme documentation to support audits and reviews. – Uphold confidentiality, integrity and compliance with regulatory and organisational policies.
Continuous Improvement & Capability Development	<ul style="list-style-type: none"> – Drive continuous improvement across programme and project delivery. – Lead lessons-learned activities and embed enhancements into future delivery. – Mentor, coach and develop Project Managers and delivery colleagues. – Promote a culture of innovation, learning and high performance.

Key Behaviours and Competencies

Our Program Manager will demonstrate the following behaviours and competencies:

Behaviours and Competencies:	Includes the Requirement to:
Leadership & Direction	<ul style="list-style-type: none"> – Provide strong leadership and clear strategic direction. – Motivate, challenge and support teams to achieve high performance. – Foster a collaborative and inclusive working environment.
Strategic & Analytical Thinking	<ul style="list-style-type: none"> – Analyse complex information to inform strategic decisions. – Evaluate options, impacts and interdependencies across the programme. – Demonstrate sound judgement and proactive problem solving.
Effective Communication	<ul style="list-style-type: none"> – Present complex information clearly to senior leaders and stakeholders. – Tailor communication style for technical and non-technical audiences. – Facilitate effective meetings, workshops and governance discussions.
Collaboration	<ul style="list-style-type: none"> – Build productive relationships across IT, operations, suppliers and partner organisations. – Influence and negotiate to secure the best outcomes for City Building. – Encourage cross-functional teamwork and collective ownership.
Risk & Change Management	<ul style="list-style-type: none"> – Identify, assess and mitigate programme-level risks and issues. – Oversee controlled change processes and document impacts.

	<ul style="list-style-type: none"> – Anticipate risks and ensure appropriate contingency plans are in place.
Governance & Compliance	<ul style="list-style-type: none"> – Uphold high standards of governance, documentation and reporting. – Support internal and external audit requirements with accurate records. – Maintain compliance with organisational and regulatory frameworks.
Adaptability	<ul style="list-style-type: none"> – Respond positively to change, ambiguity and evolving priorities. – Remain resilient and constructive under pressure. – Support teams through challenging or uncertain situations.
Continuous Learning	<ul style="list-style-type: none"> – Maintain professional knowledge and stay current with best practice. – Encourage learning and development across the programme team. – Drive adoption of industry standards and lessons learned.
Professionalism & Integrity	<ul style="list-style-type: none"> – Maintain high ethical standards, integrity and confidentiality. – Demonstrate commitment to organisational values and behaviour expectations. – Represent the organisation professionally at all times.

Person Specification

You will:

- Demonstrate substantial experience leading and delivering programmes comprising multiple inter-related projects within complex organisations.
- Have proven experience managing, developing and supporting a team of Project Managers and project support professionals, fostering a high-performing, collaborative and accountable delivery culture.
- Possess strong leadership abilities, with the confidence to provide direction, make decisions, resolve issues and maintain delivery momentum across multiple workstreams.
- Have a track record of implementing and improving programme and project management frameworks, governance structures, methodologies and reporting standards.
- Demonstrate strong planning, organisational and analytical skills, with the ability to prioritise and balance competing demands, dependencies and constraints.
- Be highly experienced in risk, issue, change and dependency management at both project and programme level.
- Communicate with clarity, influence and credibility, engaging effectively with stakeholders at all levels, including senior executives, operational teams and external partners.
- Apply sound judgement and critical thinking to evaluate options, anticipate challenges and identify pragmatic, evidence-based solutions.
- Display strong financial acumen, with experience overseeing multi-project budgets, forecasting, benefits realisation and resource planning.
- Build positive relationships across diverse teams and functions, enabling collaboration, alignment and shared ownership of outcomes.
- Demonstrate resilience, adaptability and professionalism, remaining effective under pressure and within changing organisational environments.
- Commit to continuous learning, improvement and the advancement of programme and project delivery capability across the organisation.
- Hold relevant professional qualifications (e.g., MSP, PRINCE2 Practitioner, APM, PMP) and bring extensive experience applying recognised best practice methodologies in real-world environments.

Requirements

Qualifications/Certification/Experience level:

- MSP, PRINCE2 Practitioner, APM, PMP (essential).
- Agile PM or similar (desirable).
- Significant demonstratable experience.

- Strong experience in digital, IT, infrastructure or organisational change delivery.
- Proven ability to manage budgets, risks and cross-functional teams.
- Experience working with public sector partners or regulated stakeholders (desirable).

Interdependencies

- Head of OD, Training and Transformation
- IT Section
- Management and Leadership
- City Building Employees
- Support Service Areas
- 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.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will always operate within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.