



| JOB DESCRIPTION | |
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| SUMMARY INFORMATION | |
| Job Title: | Regional Manager (Asia Pacific) |
| Department: | Operations |
| Contract Type: | Permanent |
| Job Purpose: | To fully manage the CWGCs operational commitment in the region. Responsible for implementing organisational policy, including that relating to the application of approved working practices, health and safety and environmental standards and policies relating to corporate objectives. Responsible for ensuring the continued commemoration of war casualties in conjunction with Area Works specialists, and the effective management and maintenance of Horticultural and Works features in the Asia Pacific region. Role is intended to be based in Singapore, however can be flexible. |
| Job Band: | TBC |
| Reports to: | Operations Manager |
| Direct Reports: | Direct line management within the Asia Pacific region for all Country Managers. Indirect responsibility for all other grades. Also manages contractors, Honorary Supervisors and others who have daily supervision of cemeteries in Fiji, Hong Kong, Indonesia, Japan, Malaysia, Myanmar, Philippines, Singapore and Thailand. |
| Other Key Contacts: | <ul style="list-style-type: none"> • Directly responsible to the UK based Operations Manager and indirectly to Area Director. • Line manager to Asia Pacific region's Country/Cemetery Managers. • Line manager to Honorary Supervisors and external contractors. • Indirect line management responsibility for all gardening staff. • Collaborates closely with Technical Manager (Works) and Area management team • Receives and assists HO officials, visiting dignitaries, veterans and their relatives as required. • Maintain and develop contacts with local authorities, diplomatic missions, contractors or individuals where this may be of use in facilitating the work of the Commission. • Embassies, High Commissions and local authorities as required. • Liaise with diplomatic missions in the arrangements for annual commemorations and remembrance ceremonies. |



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| | <ul style="list-style-type: none">• Day to day liaison with colleagues within Area, across the region and UK Head Office. |
| Financial Responsibilities: | Manages the Asia Pacific region's delegated budget. |
| Location: | Kranji War Cemetery, Singapore |
| Working hours: | Full Time – 5 days per week Mon-Fri (Flexibility required to attend out of hours commemorative functions) |
| Travel: | Regular travel within the Area to adequately provide managerial support, supervision, advice and guidance to country managers, and to ensure that the commission standards are being met. Up to 12 weeks travel per year, plus required to travel to UK on an as required basis for training and support |
| Right to work: | Must have the right to live and work in Singapore |

COMMISSION BACKGROUND

The Commonwealth War Graves Commission (CWGC) honours the 1.7 million men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten. Our work commemorates the war dead, from building and maintaining our cemeteries and memorials at 23,000 locations in more than 150 countries and territories to preserving our extensive records and archives. Our values and aims, laid out in 1917, are as relevant now as they were 100 years ago.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Manage the Commission's commitment and staff in the Asia Pacific region on behalf of the UK based Area Director and Operations Manager.
- Maintain the Commission's Horticultural and Works standards within the Asia Pacific region.
- Identify and execute regular inspection visits to Commission's cemeteries and memorials to ensure appropriate standards of Management, Horticulture and Works are maintained; assess and report on corporate Key Performance Indicators.
- Manage and monitor delegated budgets, prepare estimates, comment on the monthly accounts and expenditure reports in accordance with corporate objectives to ensure achievement of Horticultural and Works objectives.
- Manage the horticultural maintenance programme and contractual maintenance agreements in accordance with operational control.
- Establish, negotiate, specify and administer maintenance agreements with contractors and others to ensure maintenance of Commission cemeteries and memorials.
- Manage the implementation of corporate Health and Safety Policies including the adoption of safe working practices, taking appropriate action to enable supervision and monitoring to manage the areas risks effectively.
- To record and investigate workplace accidents and near misses.
- Collate and provide data and information in line with ISO 45001 and as required for the Area Health & Safety Action Plan.



- Co-ordinate all projects with the UK based Operations, Finance, HR and Technical Manager Managers in respect of budgets and staffing issues.
- To support the UK based Technical Manager (Works) as required with the delivery of major projects in the region including assisting with tenders, obtaining quotations for Works contracts, setting up new vendors, and monitoring works on site.
- Manage the staff appraisal process for the region.
- Identify skills and knowledge gaps and identify training needs for all staff.
- Support specialist works training requirements, in conjunction with the Technical Manager (Works).
- Provide monthly updates on all Works and Horticultural project work.
- Provide local details on pay and conditions of service
- Order and purchase supplies. Identify replacement and new machinery/vehicles in alignment with corporate objectives.

Team Performance

- Manage performance, development and standards of behaviour for direct reports and oversee the performance management of the wider regional team.
- Formulate and manage training requirements for the region, with the assistance of Technical Manager (Works) and Operations Manager.
- Seek training opportunities for staff in order to maintain and improve the staff skills base.
- Conduct regular management/team meetings to update staff on all aspects of operations and health and safety.

Project Responsibilities

- Ensures the Commission is recognised and represented in the preparation of ceremonial events at its sites within the region.
- Supporting the Technical Manager (Works) on major Works projects as required.

Financial & Risk Management

- Manage production, authorisation and monitoring of the monthly accounts in accordance with corporate accounting practices and within agreed delegated regional and financial budget authority.

Manage the areas risk and ensure that all Health and Safety requirements are met with specific regard to statutory checks, working practices, project work and building maintenance.

Job Functional Knowledge

- Requires in-depth experience within a managerial, operations environment including business principals and practical experience at operational level.

Business Expertise

- Requires an in-depth understanding of how their own function integrates with the other departments and how any changes or challenges may affect the area.

Leadership



- Responsible for providing sound and clear leadership and guidance to the managerial, administrative, horticultural and works staff, to take forward the Area's Business Plan and Corporate Objectives.

Problem Solving

- Ability to think laterally, solve challenging problems and take ownership of issues.

Nature of Impact

- Direct impact on the business through their managerial responsibility. Is able to impact and influence for planning of resources and contributes to end results.

Area of Impact

- Direct impact on own team and the various departments within the Area.

Interpersonal Skills

- Ability to influence and exchange ideas and information in a way that is understood to all levels (internally and externally) therefore must be clear and concise.

PERSON SPECIFICATION

Education, Knowledge and Experience

- A recognised management qualification and demonstrable successful experience of working in an international management position is essential.
- Proven experience of effective Operations, project, change and performance management in an international environment.
- Clear evidence of strong budget management skills.
- A recognised technical qualification (BTEC/HND or equivalent) in Horticultural, conservation management or construction is highly desirable.
- Experience of working in multi-cultural environment, with an understanding of cultural and political sensitivities.
- A knowledge of works standards and practices, is desirable.
- An excellent standard of the English language, both oral and written.

Skills and Abilities

- Monitor standards and conducts coaching and assistance to motivate staff to give their best. Deals effectively and efficiently with poor performance. A good team player who recognises the contributions made by others.
- Management – able to ensure effective and efficient management of all Area resources. Work within delegated budgets, negotiate effectively with local suppliers and achieve value for money.
- Excellent communicator - fosters and develops productive relationships with staff, local officials, outside agencies and dignitaries at all levels to build key networks.
- Service Delivery - good administrative, numerical and IT skills and promulgates sound H&S practices, provide the service required by the Head Office.
- Personal Effectiveness - Able to work with a high degree of autonomy, organising work to meet set deadlines. Willing to accept additional responsibility as appropriate.



- Planning and Organisational Skills - able to prioritise allocation of resources in order to successfully execute agreed work programmes. Sensitive to the need to work flexibly, and at times, beyond conditioned working hours in the region.
- Application of Specialist Expertise - Use knowledge effectively in taking forward the Commission's goals. Understands the demands of working in extreme climatic conditions and able to adapt working practices accordingly.
- Committed to professional development
- An alignment and adherence to the Commission's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Health and Safety responsibility for self and others

Your key duties are set out within this job description. From time to time, you may be required to perform such other reasonable duties that fall outside your job title or key job duties, should this be necessary to meet the needs of the Commission.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: