## JOB DESCRIPTION

### SUMMARY INFORMATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Project Coordinator Professional Services</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Operational Services</td>
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<tr>
<td>Contract Type:</td>
<td>Temporary (End Date: 31 August 2020)</td>
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<tr>
<td>Job Purpose:</td>
<td>Delivers support functions in respect of Agency Business, Reciprocal Agreements, Budget and Phasing and Professional Services. Responsible for specific Professional Services project work and the implementation of these projects within WEA Central (C). Ensures that the Area’s support projects and systems, processes and procedures are fit for purpose and deliver efficient outcomes.</td>
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<tr>
<td>Job Band:</td>
<td>Band C – Grade 9</td>
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<tr>
<td>Reports to:</td>
<td>Professional Services Manager</td>
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<tr>
<td>Direct Reports:</td>
<td>No direct reports</td>
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<tr>
<td>Other Key Contacts:</td>
<td>Represents the Commission within WEA (C) in dealings and negotiations with external organisations for purchases including Agency partners, utility organisation, suppliers etc. Administrative staff in different departments at the Head Office.</td>
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<tr>
<td>Financial Responsibilities:</td>
<td>Delegated financial authority.</td>
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<tr>
<td>Location:</td>
<td>Office based - primarily based in Ieper</td>
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<tr>
<td>Working hours:</td>
<td>Normal office hours are 37 hours per week following Belgian law and labour agreements</td>
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<tr>
<td>Travel:</td>
<td>Must be willing to travel within Europe and overseas, sometimes at short notice. Valid passport required</td>
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<td>Right to work:</td>
<td>Must have the right to work in Belgium</td>
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### 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

- Develops and implements appropriate systems, processes and procedures to ensure the Area Agency and reciprocal agreements programme is operating as an efficient model.

- Develops and maintains a database and accounting system to fully support the Agency Supervisor’s large portfolio of clients and reciprocal agreements from a WEA (C) perspective.

- Develops and maintains an Agency Services Library and reciprocal agreements.

- Supports the Professional Services Manager in managing a range of administrative, operational and contractual arrangements.

- Assists with the development and implementation of an understudy model within WEA (C) to ensure a multi-skilled and multi-linguistic team capable of delivering and improving business solutions.

- Responsible for the management of delegated budget and Agency finances.

- Maintains stock registers.

Job Functional Knowledge

- General Bachelor’s degree or equivalent qualification/experience

- Demonstrable extensive amount of practical knowledge in project and system management.

- Understanding of procedures and concepts of own discipline and understand them in context, how they sit within the business unit as a whole and how they relate to own discipline.

Business Expertise

- A good understanding of how the team integrates with other teams in order to achieve overall objectives of the area.

Leadership

- Manages a team when required, including setting and monitoring performance objectives, completing regular reviews and conducting performance appraisals.

Problem Solving

- Being able to resolve problems by identifying and selecting solutions through using the gained technical experience and knowledge.

Nature of Impact
• Responsible for managing and coordinating the corporate projects specific to operational services within WEA (C).
• The tasks/services provided are closely related to the work of others. The quality and timeliness of the service provided and work produced will have an impact on the effectiveness of the Professional Services WEA (C) team.

**Area of Impact**
• As a member of the Operational Service Team, the post holder works closely with team members of all Operational branches.
• Contributes to corporate projects, tasks and working groups as required/directed.

**Interpersonal Skills**
• Exchange ideas and information effectively in a concise and logical way, and be sensitive to audience diversity.
• Ability to establish effective working relations with colleagues, peers and others including external organisations and individuals in a multi-cultural environment.

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**PERSON SPECIFICATION**

**Education and Knowledge**

**Essential**
• General Bachelor’s degree or equivalent qualification/experience.

**Desirable**
• Good command of English language with working knowledge of Dutch, French or German or willingness to learn.
• Experience of liaising with project stakeholders to understand requirements and ensure objectives are met
• Hands-on experience with project management tools

**Experience**

**Essential**
• Demonstrable extensive amount of practical knowledge in project and system management.
• Microsoft Office

**Desirable**
• Working in the not for profit sector

**Skills and Abilities**
• Willingness to travel abroad in order to attend meetings or training
• Application of specialist expertise.
• Good IT-skills
• Strong motivational qualities including competent communication and interpersonal skills.
• Happy to work as an individual but also as a team-player
• Precise and punctual
• Flexible approach to changing work environment/situations and people.
• Capable of prioritising, planning and organising workload.
• Reliable with meeting deadlines.
• Is reliable, resilient and flexible even when under pressure.
• Commitment to job related training and 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.