Welcome from the DG ............................... 3
Who we are ............................................. 4
Our work in numbers.................................. 5-6
Our Vision ............................................... 7
Our Values ............................................... 8
Employee Benefits ................................. 9-13
Code of Conduct ..................................... 14-15
Dear Candidate

Thank you for your interest in working for our remarkable organisation, The Commonwealth War Graves Commission (CWGC). We very much hope this recruitment pack, will give you an insight into who we are and what we do, and encourage you to complete your application and ultimately become one of our valued colleagues.

At CWGC and in our charitable arm The Commonwealth War Graves Foundation (CWGF), we have a shared commitment, a clear vision and a set of values that drive all we do. They help define us and the standards we expect from our work and from each other. Above all, we are passionate – about the people we work with; about how we support and develop one another; and naturally about the work we do. I can speak from personal experience, that working for the Commission is a constant journey of discovery and learning. It is an exciting, and we feel, worthwhile endeavour in a dynamic, uplifting, supportive and very rewarding environment. We are looking for people just like you – with the passion, personality, dedication, determination and skills that will make a real contribution to who we are, what we become and to the shared global task we all work to deliver.

As an organisation with 1,300 staff worldwide, we speak many languages, possess different talents, and come from a wide variety of backgrounds. Follow the link and take a look at our short film to get a feel for who we are and what we do around the world https://youtu.be/EDS3x_nsBFw

We are an organisation that cares about our people; we recognise and celebrate our diversity and our individual contributions and work always to ensure we help everyone, in every role across the Commission feel valued, appreciated and connected.

But above all, we are all dedicated to one purpose – to preserving in perpetuity, the memory and telling the stories of the men and women from the two World Wars, who sacrificed their lives, so that we might live the lives we do today. If this is something that you are keen to be part of, we very much look forward to hearing from you.

Yours

Claire Horton CBE
Director General
The CWGC is a highly respected, prestigious, global Organisation that honours and cares for the 1.7 million men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring their sacrifice will never be forgotten. Funded by six Commonwealth Member Governments, we build and maintain memorials and cemeteries at 23,000 locations, in 150 countries, including some of the world’s most iconic, landmark monuments.

Today, over a century after we first began, our work continues through our staff, supporters and volunteers who preserve our unique cultural, horticultural and architectural heritage and ensure that the stories of those who died are told.

We offer a unique and rewarding working environment. You will be amongst highly skilled and caring people, all striving towards the same objective, honouring the memories of loved ones. At the CWGC you can expect a varied and fulfilling role - no day ever looks the same.
1.7 MILLION
COMMONWEALTH SERVICEMEN AND WOMEN COMMEMORATED

1.1 MILLION
HEADSTONES WE MAINTAIN

104
NO. OF YEARS WE HAVE BEEN ESTABLISHED

1273
NO. OF STAFF

18,000
A COMBINED YEARS OF DEDICATED SERVICE

153
COUNTRIES WE WORK IN

216
JOB ROLES

200
NO OF LANGUAGES WE SPEAK

112
SPECIAL/LISTED MONUMENTS & BUILDINGS MAINTAINED

23,000
LOCATIONS AROUND THE WORLD

12,000
GRAVES IN OUR LARGEST CEMETERY

72,000
NAMES ON OUR LARGEST MEMORIAL

138,000
ACRES OF OUR SITES COMBINED

September 2021
OUR VISION

The CWGC will seek the highest standards whilst providing value for money.

Our Vision can be described through three perspectives

1. Our Employees will feel:
   • valued and rewarded for their contribution and the satisfaction of a job well done
   • connected to the wider global team
   • confident because they will be well trained, well equipped and well rewarded

2. Visitors to our memorials and cemeteries will feel:
   • a clear sense of honour and care
   • the standards just keep getting better
   • the information provided, both physically and virtually, is interactive, themed and tells them what they want to know

3. Member Governments will feel the CWGC:
   • provides very high standards of stewardship
   • provides excellent value for money
   • responds to changing demands
We recognise that our employees are vital in helping us to achieve our vision and maintain our excellent reputation and in turn we want the CWGC to be a fulfilling and enjoyable place to work. Adopting a set of common Values and demonstrating them through our behaviour will make the CWGC a positive place to work, both now and in the future.

The Values were agreed by our people and are unique to the CWGC.

**How we demonstrate our Values**
We demonstrate our Values through striving to meet the CWGC future vision, our actions, our behaviours and how we perform our work. Our Values are a guide to achieving the working environment we all want to work in and can be proud to be part of.
As appreciation for our employees valued contribution, we provide a wide variety of benefits to support health and wellbeing. Our benefits have been designed to be inclusive and attractive to all. The benefits we offer, and our providers, may change from time to time. The following are a mixture of contractual and non-contractual benefits:

**LIFE**

**Pension**
The CWGC offers a highly generous pension scheme. If you contribute to the Group Pension Plan the CWGC will double it and add 1%, up to a maximum employer contribution of 15%, of your pensionable pay as demonstrated below:

1. **Employee's minimum contribution:** 4%
2. **Employer's minimum contribution:** 9%
1. **Employee's maximum contribution:** uncapped
2. **Employer's maximum contribution:** 15%

**Life Assurance**
All UK CWGC employees, under the State pension age, are provided with three times salary life assurance cover. In addition to this, anyone who is a member of the Group Pension Plan is also provided with a further three times salary life assurance cover, making a total of six times salary cover between these two Plans. To ensure any payments go to your preferred beneficiaries and in the most tax efficient way, it is important you complete a Nomination Form for each of these Plans.

**Sick Pay**
The CWGC offers an enhanced Sick Pay Scheme to support employees in times of ill health. During your probationary period, you are eligible for up to 10 paid sick days after this time you will be eligible for a maximum of 26 weeks’ enhanced sick pay.
DEVELOPMENT OPPORTUNITIES

Learning & Development
To help you achieve your full potential and the Organisational needs, we make considerable investment in training. We commit to providing both mandatory and technical training, together with a wide range of interesting and useful development opportunities throughout the year.

Qualifications
We may support work related qualifications to assist you in fulfilling your role and aspirations.

Subscriptions to Professional Bodies
We will reimburse professional subscriptions or memberships relevant and essential to your role.

LEAVE

Annual leave
The CWGC offers a competitive holiday allocation with 25 days annual leave, rising by 1 day per year as at 1 January each year, until you have reached the maximum of 30 days. A pro-rata calculation, for all leave types, is made for part-time workers. In addition, we offer:

- Paid time off for all the public and bank holidays
- Half a day on Maundy Thursday
- A Privilege day
- Paid office closure between Christmas and New Year

Maternity and Adoption Leave
Subject to meeting eligibility criteria, we offer enhanced maternity and adoption pay you will receive the equivalent of full basic pay during the first 26 weeks of your leave.

Paternity Leave
Subject to meeting eligibility criteria, we offer enhanced paternity pay to the equivalent of your full basic pay.

Parental Leave
Subject to eligibility requirements, you are entitled to up to 18 weeks’ unpaid leave to look after each child up to their 18th birthday.

Public Duties
We encourage our employees to take part and engage with their communities. To support in attending important events relating to these activities, we will endeavour to grant time off in addition to your annual leave allowance.

Special Leave
The CWGC provides special leave arrangements to help those who are faced with a personal crisis or a bereavement. This leave may be paid, unpaid or a combination of the both.
At the CWGC we understand the importance of a healthy work-life balance. We promote the health and wellbeing of our employees by providing the following services.

**Employee Assistance Programme**
An independent and confidential Employee Assistance Programme is provided for all UK employees. Giving 24-hour, year-round advice by qualified BACP Accredited Clinicians and Information Specialists they can offer support and assistance on money management, relationships, moving to a new house, work and family crisis, illness and injury, support during periods of stress and help if you are a carer for elderly or disabled relatives.

- 24/7 counselling helpline
- Up to 8 face-to-face counselling sessions, if clinically appropriate
- Online Cognitive Behavioural Therapy course and online chat counselling
- Access to online support, including fact sheets, mini health checks and webinars
- Access to the Employee Assistance App
- Access to a digital prevention tool offering techniques to manage stress and anxiety

**Occupational Health and Welfare**
In the interest of employee wellbeing and safety, the CWGC provides Occupational Health services, including vaccinations and medical referrals, where applicable. We also host a number of wellbeing activities each year, including, for example, Yoga, Pilates and sessions on health and nutrition.

**Travel Insurance**
The CWGC provides access to a business travel insurance scheme which covers you for loss, injury or expenses suffered whilst travelling on CWGC business within the terms and conditions stated. It offers, for example, medical assistance and travel assistance, including such things as emergency money and travel advice.
The Charity for Civil Servants
This Charity exists to help individuals meet the challenges that face them and their families at different times in their lives. Through the confidential, prompt and professional service provided, they offer an excellent range of service including financial support or practical advice and guidance. As an employee of the CWGC, you are automatically a member and can be helped by this Charity.

Perennial
Perennial is a well-known and respected charity. They have a great reputation for offering free and confidential advice, support and financial assistance to people of all ages working in a horticulture-based organisation or are retired from horticulture. This help extends to spouses, partners and children.

They offer:

- A general confidential support and advice telephone line
- On-line mental health support community, available 24 hours each day, manned by trained therapists
- Advice on managing money, including managing debt, budgeting, credit rights, through to court representation & bankruptcy
- A Mental Wellbeing Community
- Bespoke support on benefits you may be entitled to and how to apply, such as work, health, retirement, homelessness, housing, bereavement, care, ill health, budgeting, etc
- Training, re-training and careers advice
- The service is entirely independent from the CWGC

Discount Scheme
As part of our benefits package, the CWGC provides a discount scheme for you to easily save money on purchases. The scheme offers a wide range of incentives, freebies, rewards and benefit solutions through vouchers, prepaid cards, online platforms and SMS.

Cycle to Work Scheme
If you wish to get fit and save money the CWGC periodically offer employees the opportunity to purchase a bicycle through a Cycle to Work Scheme.

Eye Tests
The CWGC reimburse for eye tests and contributes towards frames and lenses for regular users of DSE equipment.
Civil Service Sports & Leisure Club (CSSC)
For a small monthly fee, you can have access to the various CSSC events. They organise a huge range of events for all abilities at local, regional, national and even international level. Activities range from football, netball, tennis, rounders and angling to surf camps. However, it is not just about sport as they offer a huge range of activities from hill walking and shopping days to theatre trips, cinema discounts and cookery schools, to name but a few.

Boundless
Boundless by CSMA is a membership club that helps public sector workers get the most from their free time and money.

It costs £26 a year to join and you get access to exclusive events and experiences and hundreds of exclusive offers on things to do, real savings on over 50 big brand partners, a magazine full of inspiration and new adventures and a whole load of low cost volunteer-run activities in your area. They are mutual so all the profits go straight back into the club, resulting in everyone getting more out of their free time whilst paying less.
Our Code of Conduct is intended to provide a framework for everyone involved with the CWGC, at every level. It sets the expectations upon individuals and how we work together.

1. Selflessness
Whilst it is recognised that they all have other responsibilities, Commissioners, trustees, volunteers and employees must declare any conflicts, and should act solely in the interests of the Commission and/or the Foundation as they carry out their roles.

2. Integrity
Commissioners, trustees, employees and volunteers must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They must not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends, or for other organisations with which they are involved. They must declare and resolve any interests and relationships.

3. Objectivity
Commissioners, trustees and employees must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias. Employees must use the CWGC procurement processes or approved suppliers to ensure there is always transparency in our contracting.

4. Accountability
Commissioners, trustees and employees are accountable to the public, to Regulators and to our member Governments for their decisions and actions and must submit themselves to the scrutiny necessary to ensure this. They must follow financial delegation schemes and all policies and procedures set down by the CWGC.
5. Openness and Honesty
Commissioners, trustees and employees should act in an open and transparent manner. Information should not be withheld from each other or from the public unless there are clear privacy or legal reasons for so doing. If they have concerns about the probity of any activity, they should raise them with a senior manager; the CWGC has a Whistleblowing Policy to ensure anyone raising a concern is protected. Commissioners, trustees and employees should be truthful, and never withhold relevant information.

6. Authority and Empowerment
Every member of the Organisation, from Commissioners to employees, have job descriptions or terms of reference. They must, at all times, act within them, and not exceed their authority or their delegated power or budget without approval.

7. Representation
Unless designated as a spokesperson for the CWGC, Commissioners, trustees, employees or volunteers should not engage with media organisations or journalists without the prior approval of the Head of Marketing and Communications. Social media use should be caveated that the views expressed are those of the individual and not the Organisation, only authorised team members.

8. Behaviours and Values
The CWGC has clearly articulated Values of Respect, Excellence, Teamwork, Communication, Professionalism and Commitment, each of which has associated behaviours. We want the CWGC to be a happy, productive and inspiring place to work for all. Bullying, harassment and discrimination of any kind will not be tolerated, and our Policies on these must be respected. We should all acknowledge good behaviour and challenge and feel confident about reporting poor behaviour. Commissioners, trustees, employees and volunteers must not do anything that could bring the CWGC into disrepute.

9. Safety and Safeguarding
Commissioners, trustees, volunteers and employees all commit to operating safely. They will follow the CWGC risk assessment and Health and Safety at Work Policies and processes and ensure they are aware of the safety of themselves and others at all times. They also commit to safeguarding young and vulnerable people.