


**COMMONWEALTH
WAR GRAVES**


JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Country supervisor (Germany/Austria)
Department:	Operations
Contract Type:	Permanent
Job Purpose:	Oversee the management of administrative and operational duties needed to support our operations in Germany and Austria (indirectly for the Baltics and Poland). Support the Horticultural and Works Managers with maintaining the cemeteries and memorials to the Commission's standards as efficiently and economically as possible. Furthermore, this post will be our lead point of contact in Germany/Austria, and to engage with external contacts including embassies, local governments and heritage organisations.
Job Band:	Band D
Reports to:	Horticulture Manager
Direct Reports:	All Horticultural staff in Germany and Austria
Other Key Contacts:	<ul style="list-style-type: none"> • Area Management team (Director, Deputy Director, HR Manager, Finance Manager, Works & Horticulture Manager) • Works and horticulture colleagues in Ypres • Director of Horticulture and director of Works and the Estates team • Health and Safety Advisor • Day-to-day liaison with colleagues within the region, Area Office and Head Office (HO) • Liaise with local authorities, embassies, architects, contractors or individuals where this may be of use in facilitating the work of the Commission • Liaise with officials of all nations in the arrangements for Remembrance Day services • HO officials and visiting dignitaries, war veterans and relatives.
Financial Responsibilities:	As delegated
Location:	Germany (location of the base sites are Hannover, Reichswald and Berlin)
Working hours:	39 hours week, from Monday to Friday
Travel:	Regular travel to the Ypres office (Belgium) and HO (UK) and all countries in the Area.
Right to work:	Must have the right to work in Europe



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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 over 100 years ago.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Maintain the Commission's horticultural & works standards within the region by regular inspection of Commission's cemeteries and memorials.
Assess and report on Key Performance Indicators for horticultural/works standards and ensure operational structures, procedures and practices deliver value for money.
- Implement and manage the horticultural/works maintenance projects in line with the Area Management Plan.
- Assist the works supervisors with the organisation of cycle maintenance/amendments/addenda's/ headstone installation and EM work.
- Assist the works manager with the feasibility study for maintenance/project work including applying for subsidies from local governments, building permits, tendering, quotations for works contracts, etc.
- Manage the assigned structural restoration/maintenance projects in close cooperation with the works manager and supervisors. Prepare and check payments to contractors/architects for authorisation and input into the accounts software.
- Assist the works manager with arrangements for carrying out work outside the region (Poland, Baltics)
- Alert Area Management team if any objectives, targets and deadlines cannot be met.
- Share technical expertise and information with the whole Area and Estates Department
- Where required establish, negotiate, specify and administer maintenance agreements with contractors to ensure maintenance of cemeteries and memorials.
- In close cooperation with the horticulture/works manager overseeing the maintenance programme and contractual maintenance agreements in accordance with operational control.
- Maintain accurate records of cemetery plans and technical data in collaboration with the horticulture/ works manager and in line with corporate requirements
- Collate and provide information as required of the Area Health & Safety Action Plan.

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- Ensure that safe working practices and the Commission H&S policies and procedures are adhered to at all times by all members of the group. Following correct procedure for accidents at work and near misses and compiling paperwork and investigation as necessary.
- In close cooperation with the horticulture manager identify the training and development needs of staff. Support the horticulture training manager (HO) with the development of the Area training programme and succession plan. Ensure staff follow the mandatory and approved training programme.
- Order and purchases supplies, machinery and equipment for Horticulture and Works as necessary.
- Assist with identifying replacement and new machinery in conjunction with the horticulture and works managers.
- Responsible for the maintenance of all facilities and liaise closely with area colleagues on the facility budget.
- Provide guidance and support to compile yearly budget by liaising with the horticulture – and works manager.
- Keep control of expenditure and inform line manager immediately of any cost pressures and or underspend.
- Maintain and develop contacts with local authorities, embassies, architects, contractors or individuals where this may be of use in facilitating the work of the Commission.
- Ensure the Commission is recognised and represented in the preparation of ceremonial events
- Liaise with officials of all nations in the arrangements for Remembrance Day services.
- Provide clear and helpful advice about the cemeteries and memorials to visitors.
- Ensure all aspects of relevant Labour Law and Conditions of Service are applied correctly.

Job Functional Knowledge

- The job requires extensive experience and practical experience at operational level.
- Thorough knowledge of organisation policies works standards and practices.

Business Expertise

- Uses their knowledge effectively in taking forward the goals of the Commission.
- Has an understanding of the climatic conditions and be able to adopt working practices accordingly.

Leadership

- Oversee the new starters and leavers process. Ensure that any new team members integrate well into the team and receives all necessary documentation and instruction, particularly in relation to Health & Safety.
- Ensure that staff follow correct procedure and regulations.
- Directly responsible in close cooperation with HR manager for performance management of all horticulture employees in Germany and Austria.

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- Ensure appraisals and personal development plans are followed as per the Commission process
- Monitor monthly training returns.
- Monitor records of annual - and sickness leave.

Problem Solving

- Able to prioritise the 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. Use the resources wisely and economically.

Nature of Impact

- The job has an impact on the business through their managerial and technical responsibility.
- Able to impact and influence for planning of resources and contributed to end results.

Area of Impact

- Direct impact on own team and the wider Operations Department.

Interpersonal Skills

- Fosters and develops productive relationships with staff, local officials, outside agencies and dignitaries at all levels to ensure the efficient operation of the region.

PERSON SPECIFICATION

Education and Knowledge

Essential

- A recognised technical (horticulture/works technical) qualification (bachelor or master, e.g. architect, landscape architect) or at least 4 years relevant experience working in a supervisory position
- Fully duo lingual in German and English; Polish or Dutch is beneficiary.
- IT literate with excellent knowledge of Microsoft Office applications specifically Excel, Word and Outlook
- Knowledge of local building legislation
- Driving licence

Desirable

- Knowledge of payroll and labour law desirable
- Knowledge of general accounting practices would be considered an advantage
- Knowledge of existing subsidies programmes for historical sites,....
- Knowledge of horticulture
- Knowledge of conservation/restoration practices

Experience

Essential

- Project management experience
- Performance management experience

Skills and Abilities

- Ability to convey information clearly and concisely both verbally and in writing
- Ability to meet deadlines, targets and objectives
- Takes responsibility for resolving problems and issues
- Ability to work within a budget, negotiates keenly with local suppliers
- Time management skills
- Discrete and confidential
- Professional, confident and 'can do' attitude
- Can juggle workload and keep calm under pressure
- Able to adapt to change
- People management skills and good communication skills
- Have a flexible attitude to undertaking tasks and covering other team members
- 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:

