


 COMMONWEALTH
 WAR GRAVES


JOB DESCRIPTION

SUMMARY INFORMATION

Job Title:	Regional Operations Coordinator	
Department:	Operations Department	
Contract Type:	Permanent	
Job Purpose:	The Regional Operations Coordinator is multidisciplinary, but the primary objectives are to plan, monitor and deliver all operational work within the Region in order to ensure the fit commemoration of WW1 and WW2 casualties and designated Agency structures.	
Job Band:	C	
Reports to:	Regional Manager	
Direct Reports:	Regional Horticulture and Skill Maintenance Craftsperson (SMC) teams.	
Other Key Contacts:	UKNA Operations Manager UKNA Area Director UKNA Management Team Eyes On, Hands On Manager and their Regional Coordinators Public Engagement Supervisor and their Regional Coordinators Cemetery Managers, Local Authorities, Maintenance Agreement Holders, Contractors and Suppliers.	
Financial Responsibilities:	Delegated Financial Authority as directed and authorised by the Regional Manager	
Location:	Scotland	
Working hours:	Monday to Thursday	0830 to 1230 hours 1330 to 1700 hours
	Friday	0830 to 1230 hours 1330 to 1630 hours

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Travel:	Must be willing to travel within the UK and overseas, sometimes at short notice. Valid passport and full UK car driving licence required
Right to work:	Must have right to work in the UK

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 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

General

- Ensures that all war casualties within Region are appropriately commemorated. This entails the planning, monitoring and delivery of the inspection and maintenance of all Commission structures in Region as well as private memorials and designated Agency work.
- Responsible for the design and delivery of regional operational plans and liaison, as necessary, with key stakeholders including Cemetery Managers, Local Authorities, Maintenance Agreement Holders (MAH), contractors and their teams.
- Manages the work programme for the Regions SMCs, ensuring that all headstones and memorials are maintained to defined standards and that new headstones are erected within the agreed timeframe.
- Manages the regional horticulture programme in agreement with UKNA Head Office staff, utilising Directly Employed Labour, contractors and Maintenance Agreement Holders (MAH).
- Responsible for updating CWGC Inspection Databases (IDB and CRM) and contributes to the development and management of all CWGC management information systems.
- Co-ordinates the completion of the Regions operational statistical return(s) required by UKNA Head Office.
- Undertakes and supervises the horticultural inspections of plots using the Performance Quality Management System (PQMS) and, in liaison with the

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Regional Manager, plans and delivers any associated follow up Horticultural improvement works.

- Reviews and recommends improvements in all maintenance agreements within Region in order to deliver defined standards and value for money.
- Co-ordinates the delivery of new commemoration cases and investigates enquiries as designated by the Regional Manager.
- Completes work related Action Plans & submits regular updates to the Regional Manager.
- Conducts Team Briefings to all operational staff.
- Ensures that the CWGC's Health and Safety Policy (Global Standards) is implemented and adhered to by ensuring that safe working practices & procedures are observed at all times.
- Lead and motivates their teams and ensures that all regional staff observe Commission Values and procedures and follow safe working practices in compliance with the CWGC Global Standards.
- Set and delegate the performance standards required of staff, identify development needs, ensures that all staff members receive the training & coaching required to perform their role.
- Complete regular staff appraisal reviews.
- Take an active role in the recruitment of new staff, sifts and interviews candidates, carries out induction and delivery training as required

Project Responsibilities

- Undertake projects and initiatives as directed by Regional Manager.

Financial and Risk Management

- Delegated Financial Authority as directed and authorised by the Regional Manager.
- Contributes to the compilation of the annual Regional budget within delegated financial authority.

JOB SCOPE REQUIREMENTS

Education and Knowledge

Essential

- Previous work experience in team leadership and people management.

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- Experience of managing contractors, suppliers and third party stakeholders and dealing with customer related issues.
- Good level of computer literacy using Microsoft packages - Word, Excel and Outlook.
- A full manual driving licence.
- Has persuasive, diplomatic and effective negotiation skills aimed at all levels.
- Knowledge of all Commissions Horticultural & Works standards are desirable but not essential.
- IOSH Managing Safely (4 day).

Skills and Abilities

- Communicates verbally and in writing with Staff, Customers, Suppliers, Contractors and others in a way that represents the Commission in a professional light.
- Builds constructive relationships with fellow colleagues, Cemetery Managers, MAH's, suppliers, contractors and other stakeholders and works with a diverse range of people with a range of experience and skills.
- Accepts responsibility for organising and completing tasks on time, budget and to CWGC standards.
- Anticipates and identifies potential problems and constructively offers advice, new approaches or original solutions, demonstrating creative thinking and improvement.
- Ensure that Staff, MAH's and Contractors follow and comply with Health and Safety rules as contained with CWGC Global Standards..
- Time management, planning and organising, self-motivated (especially as there may be an element of lone working), remote office management.

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: