

  
**COMMONWEALTH  
WAR GRAVES**  


<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Country Manager, Italy
<b>Department:</b>	Operations, MA
<b>Contract Type:</b>	Permanent
<b>Job Purpose:</b>	To fully manage the CWGCs operational commitment in Italy. Responsible for ensuring Commission standards of horticulture and works at the cemeteries and memorials within the country and securing value for money in achieving those standards. The post is also responsible for the implementation of organisation policy, including approved working practices, health and safety procedure, environmental and Commission policies relating to corporate objectives. The position is based in Rome.
<b>Job Band:</b>	D
<b>Reports to:</b>	Regional Manager (Southern Europe) / Operations Manager, MA
<b>Direct Reports:</b>	Direct line management within Italy for all Horticultural and Work Supervisors. Indirect responsibility for all other grades in the operations team. Also manages contractors as required.
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Collaborate closely with the Area Management team (Area Director, Operations Manager, Regional Managers, HR Manager, Finance Manager and Regional Managers to ensure effective management).</li> <li>• Work in conjunction with Estates Department (Head Office).</li> <li>• Receive and assist touring HO officials, visiting dignitaries, war veterans and relatives.</li> <li>• Maintains and develops contacts with local authorities, diplomatic missions, contractors or individuals where this may be of use in facilitating the work of the Commission.</li> <li>• Local/regional authorities, heritage organisations, cemetery directors, contractors, Suppliers, engineers, architects and other project managers</li> <li>• All operational staff and health and safety coordinators.</li> <li>• Liaising with diplomatic missions in the arrangements for annual commemorations and remembrance ceremonies, touring arrangements and land development issues.</li> <li>• Day to day liaison with colleagues within and across Areas and Head Office.</li> </ul>
<b>Financial Responsibilities:</b>	As delegated
<b>Location:</b>	Rome Office, Italy
<b>Working hours:</b>	35 hours per week

  
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<b>Travel:</b>	Regular travel within Italy, to the Area Office in Cyprus and to UK Head Office to adequately provide managerial support, supervision, advice and guidance to country supervisors, and to ensure that the commission standards are being met. Travel as required within Italy and overseas for training and support.
<b>Right to work:</b>	Must have the right to live and work in Italy.

**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 Italy on behalf of the Area Director and wider management team.
- Maintain the Commission's Horticultural and Works standards within Italy.
- 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 and works maintenance programme, the works survey program 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 Regional Managers, Operations Manager, Finance and HR Manager in respect of budgets and staffing issues.
- Assist in the delivery of major projects in the region including 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.
- Provide monthly updates on all Works and Horticultural project work.
- Order and purchase supplies. Identify replacement and new machinery/vehicles in alignment with corporate objectives.

**Project Responsibilities**



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- Ensures the Commission is recognised and represented in the preparation of ceremonial events at its sites within Italy.
- Maximise the PR potential of the Commission's work through the provision of timely photographs and briefs on operational activities.

### **Team Performance**

- Able to work within a multidisciplinary workforce, together with other Departments, to meet all Commission's standards.
- Manage the performance, development and standards of behaviour for the direct reports and oversees the performance management of the wider regional team through delegation. Identify training needs for the whole staff compliment and highlights any skills gaps.
- Formulate and manage the training requirements for the workforce in Italy with the assistance of the Operations Supervisor and by liaising with Operations Manager in respect of project work.
- Delivers training in order to maintain and improve the staff skills base. Conducts regular team meetings to update staff on all aspects of operations.

### **Financial & Risk Management**

- Responsible for managing the production, authorisation and monitoring of the monthly accounts in accordance with corporate accounting practices and within agreed delegated regional budget and financial delegated authority per transaction.
- Contribute to the establishment of an operational risk profile matrix for the Area and implement risk mitigation programme.
- Ensures all work practices have been risk assessed, COSHH assessments are in place and LOLER and PUWER checks made at defined intervals with guidance from the Health & Safety team (Head Office) when required.
- Assist and support the programmes of work arising from the Area operational risk matrix.

### **Other Accountabilities**

- Will be required to have an understanding of all supervisor roles within the Department.
- Represent the Commission, as required, at events or ceremonies.
- Where tasked compiles and maintains management information for Corporate and Area management use.
- Where tasked management and development of Horticultural and Works Programmes.

### **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 extreme climatic conditions and be able to adopt working practices accordingly.

### **Leadership**

- Promotes the values and culture of the Area and wider organisation, provides direction and support to front line staff in the achievement of Area and Corporate goals and objectives acting as role model in achieving high standards and value for money operations. Monitors standards and

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conduct, provides coaching and assistance when required to motivate staff to give their best. Promotes talent and staff development whilst dealing effectively with poor performance.

### **Problem Solving**

- Able to prioritise the allocation of resources in order to successfully execute agreed work programmes. Is sensitive to the need to work flexibly, and at times, beyond conditioned working hours in the region. Uses the resources wisely and economically.

### **Nature of Impact**

- The job has an impact on the business through their managerial and technical responsibility. Is 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 smooth running of the region.

<b>PERSON SPECIFICATION</b>
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### **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, together with a thorough knowledge of organisation policies, horticultural standards and practices.

### **Skills and Abilities**

- Personal Effectiveness - Able to work with a high degree of autonomy organising their work to meet deadlines set by the Operations Manager or Area Director. Willing to accept increased responsibility.
- IT literate with excellent knowledge of Microsoft Office
- Strong communication skills both written and verbal in Italian and English
- Ability to convey and complete tasks and information clearly and concisely both verbally and in writing
- Excellent organisation skills
- Team Player
- Ability to demonstrate a professional, confident and 'can do' attitude with flexibility to cover other team members and as when required
- Meet deadlines, targets and objectives and alerts manager if they cannot be met
- Committed to professional development
- An alignment and adherence to the Commission's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Resource Management - Works within a budget, negotiates keenly with local suppliers.
- Health and Safety responsibility for self and others

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*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.*

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**Signatures**

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: