


 COMMONWEALTH
 WAR GRAVES


| JOB DESCRIPTION | |
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| SUMMARY INFORMATION | |
| Job Title: | Operations Supervisor (South Africa) |
| Department: | Operations SA HUB Office |
| Contract Type: | Permanent |
| Job Purpose: | <p>Responsible for the management of and day-to-day maintenance of the Commission cemeteries, scattered graves and memorials within designated countries as stipulated in the office's area of responsibility.</p> <p>Working in accordance with organisational policy and approved working practices, achieving the highest standards for mainly structural work and to a lesser degree assistance with horticultural work.</p> <p>Adopting and implementing health and safety procedures and policies relating to protection of the staff, contactors, visitors, the environment, conduct and behaviour</p> |
| Job Band: | C |
| Reports to: | Senior Operations Supervisor |
| Direct Reports: | Operations Assistant(s) |
| Other Key Contacts: | <ul style="list-style-type: none"> • Line management responsibility for Operations Assistants in addition to contractors for the maintenance of graves. • Maintains and develops contacts with local authorities, contractors, or individuals where this may be of use in facilitating the work of the Commission. • Day to day liaison with the Senior Operations Supervisor and regular contact with the Director South Africa, the Africa and Asia Area team. • Receives and assists visiting dignitaries, war veterans and relatives. • Accompanies Head Office officials and where necessary government officials when required. |
| Financial Responsibilities: | As delegated Company Credit Card and Fuel card for monthly operations and project costs. |
| Location: | Office based in Centurion, Pretoria Gauteng, or when necessary can temporarily be adapted to a flexible hybrid option of part home/part office working arrangement. |
| Working hours: | 42.5 hours per week, gross |


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| | <p>Normal Working Hours: Monday to Thursday 07:00 – 16:00 with 30 minutes lunch break Friday 07:00 – 13:30 with 30 minutes lunch break</p> <p>There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for any approved additional hours worked in terms of the local legislation</p> <p>OR</p> <p>There will be occasions where you will be required to work out of hours for events, projects and CWGC activities, predominantly evenings, with days occasionally falling at the weekend. Time off in lieu may be granted for overtime worked in terms of the local legislation.</p> |
| <p>Travel: <i>(when travel restrictions are lifted)</i></p> | <p>Must be willing to travel within Southern Africa, sometimes at short notice.</p> <p>Valid passport, full vaccination certificate as required for the countries to be visited, full SA car driving license, PDP and ability to drive in South Africa required</p> |
| <p>Right to work:</p> | <p>Must have the right to live and work in South Africa</p> |

BACKGROUND

The Commonwealth War Graves Commission (CWGC) honours and cares for the men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten. Funded by six Member Governments, our work began with building, and now maintaining, cemeteries at 23,000 locations all over the world. 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.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Support the establishment of a prioritised programme of essential structural projects. Plan and manage the work programme in agreement with the Senior Operations Supervisor (in consultation with Director South Africa).
- Support the implementation of the Office Management Plan, including structural, horticultural and administrative projects.
- Support the establishment of sustainable maintenance programmes and identify resource requirements.
- Source and procure the best quality materials and equipment available locally, ensuring value for money and efficient use. Liaise with the Director South Africa with recommendations or requests for appropriate resources.
- Where required, seek suitably competent contractors and manage a competitive tender process (that conforms to the commissions procurement model) to ensure value for money for CWGC.

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- Carry out cyclical inspections on burial sites to ensure all war casualties are adequately commemorated, and that CWGC standards are being met.
- Support the evaluation of the structural condition of all features and locations against CWGC standards and report any structural defects in Commission buildings and structures.
- Report any problems observed with structural maintenance, carried out by a third party on behalf of the Commission.
- Identify and address day to day maintenance issues, and ensure that maintenance regimes, contracts and agreements meet the Commission's standards and regularly reviewed.
- Take remedial action to address shortfall in standards by delivering reasonable targets for improvement with maintenance teams and/or contractors.
- Maintain accurate records of technical cemetery data and layout plans.
- Assist with exhumations as required.
- Record, in a diary, time spent, and materials used during maintenance duties.
- Construct new masonry structures, including reinforced concrete headstone beams and the erection of Commission Headstones.
- Fixing of bronze or Glass Reinforced Plastic swords to Crosses of Sacrifice.
- Apply cleaning chemicals and biocidal washes, water and chemical based paints.
- Erect and dismantle scaffolding, ensuring all safety measures are taken, as required and requested.
- Maintain safe working practices and environments by ensuring that all structural work is to be carried out to current safety, health and welfare regulations and commission policies.
- Comply with reporting procedures (Commission and country specific) to record all incidents, accidents and near misses compiling the required paperwork and assisting with investigations as necessary.
- Gather and provide information as required by the Health & Safety Action Plan.
- Ensure that all vehicles, powered equipment & tools, are maintained, safe to use and used in accordance with the manufacturer's recommendations. Compile and maintain maintenance records to comply with local legislation and organisational policy.
- Prepare and submit administrative reports as required, to include updated site-specific information and the work-plan and work achieved against targets.
- Research and co-ordinate information from various sources that may be added to or amend the Commission's records.
- Regular travels within Southern African Office's area of responsibility to ensure maintenance work and projects are carried out.
- Represents the Commission at official functions (wreath laying, memorial services) as directed by the Director South Africa.

Team Performance

- Manages the performance, development and standards of the wider contractual team and the Operations Assistants.
- Identify training needs based on competencies for the Operations Assistants and highlights skills gaps.
- Plans training to maintain and improve the staff and contractor skills base.
- Conducts regular meetings to update teams on all aspects of operations.

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- Coach contractors, some which may be appointed by the Department of Public Works.
Financial & Risk Management
- In conjunction with the Senior Operations Supervisor supports the Director South Africa and the Management Accountant Africa in the production of the monthly accounts in accordance with current accounting practices.
- Takes responsibility for the finances as allocated accounting for these funds and the expenditure by the contractors and the team are as per the Commission's policies and procedures.
- Ensures current and relevant Commission risk assessments are in place for all work practices, COSHH assessments are completed. That maintenance and machinery checks (LOLER and PUWER) are made at defined intervals, with guidance from the Technical Services Department when required.

Job Functional Knowledge

- An experienced supervisor with the ability to establish and implement a prioritised programme of essential structural projects. The ability to evaluate the structural condition of all features and locations against CWGC standards and draw up repair specifications for implementation.
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- <Knowledge of functional work and activities measured through a hierarchy of work extending from "tasks" to "full theory and practice in more than one discipline". Insert level of functional technical knowledge, eg knowledge gained on the job, apprenticeship, professional qualification or specific university degree, in one more discipline, etc>

Business Expertise

- Ability to develop knowledge on the commission standards and ensure that structural work is carried out to current safety, health and welfare regulations and commission policies. To follow commission financial procedures to engage and assess suitably competent contractors via competitive tender processes.
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- <Knowledge and expertise about the business, rather than about "technical expertise", measured by establishing gradients of knowledge of the work unit to knowledge of the industry(ies) in which the CWGC functions. Insert required knowledge and expertise, eg knowledge and expertise is limited to own job, own team, own function, the wider organisation, external business expertise, etc>

Leadership

- Provides direction, guidance and support to the Operational Assistants and the hort maintenance and works contractors to take forward the Office Management plan and Corporate Objectives.
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- <Leadership and guidance provided to others, measured through the nature and breadth of the leadership. Insert requirement for providing leadership and guidance to others, eg none, on the job training/support to new team members or full responsibility for others including performance reviews>

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Problem Solving

- Supports the South African Office management and team by providing advice and guidance and the required reporting.
- <Level of mental/analytical skills required in order to perform a particular job. Insert level of mental skills required in order to perform the job and the complexity of typical problems>

Nature of Impact

- Direct impact on team and Area. Contributes to the achievement of the Area's objectives.

Area of Impact

- The Snr Operations Supervisor, the Director South Africa and the wider Africa and Asia Area team and associated stakeholders including head office officials, and 3rd party stakeholders such as, government officials and visiting dignitaries, war veterans and relatives.

Interpersonal Skills

- Effectively verbal and written communications skills, specifically across differing groups of individuals (internal and external) and in a range of different types of media.

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| PERSON SPECIFICATION |
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Education and Knowledge

Essential

- Good command of written and spoken English, in addition to a high level of literacy in their first language. Good communication skills.
- Project Management experience.
- A recognised technical/management/administration qualification (BTEC/HND or local equivalent) or relevant experience working in a supervisory position.
- A clean driving licence (minimum Code EB or EC1) and the ability to drive safely.
- Good knowledge of structural standards and practices is essential.
- Presentation Skills. Able to do presentations and briefings to groups.
- Computer literate- proficient with regards to the use of Windows and MS office products

Desirable

- Any certification or qualifications with reference to Occupational Health and Safety, e.g., Nebosh, Nosa or similar
- Health and Safety representative certification.
- Valid certification with regards to fire fighting and first aid.
- Previous certification with regards to erection of scaffold, the certification of a constructed scaffold and the working at heights certification.
- A working knowledge of horticultural and structural standards and practices is preferable but not essential as training on this will be provided.

Experience

<month year>

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Essential

- Proven experience as construction foreman Relevant experience working in a supervisory position. Demonstratable and referenced middle-management experience preferably between 3 to 5 years.
- An understanding of basic construction procedures, equipment and OHS guidelines/regulations in this regard.
- Ability to read drawings, plans and blueprints
- Excellent organizational and leadership skills
- Ability to communicate and report effectively
- Problem-solving abilities
- Good physical condition and stamina must be able to pass a working at height medical assessment.

Desirable

- In-depth knowledge of construction procedures, equipment and OHS guidelines
- Exposure to the landscaping working construction environment.

Skills and Abilities

- Communication - Fosters and develops productive relationships with staff, local officials, outside agencies and dignitaries at all levels to ensure the smooth running of the region. The ability to take dignitaries for tours tailored to their interests. Has good oral and written skills.
- Personal Effectiveness - Able to work with a high degree of autonomy, organising work to meet deadlines set by the Senior Operations Supervisor (in consultation with Director). Willing to accept increased responsibility.
- Planning and Organisational Skills - 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.
- Service Delivery - Has good administrative, numerical and IT skills using these to ensure information required by Area office e.g., spreadsheets, reports and images are provided promptly, providing the service required by the general public and Head Office Departments.
- Resource Management – Assist in negotiating with local contractors to ensure best value for the Commission.
- Application of Specialist Expertise - Uses their knowledge effectively in taking forward the Corporate Aims of the Commission. The incumbent should be open to developing new skills by taking part in training and development but should seek specialist advice when required.
- 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 CWGC.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: