


**COMMONWEALTH
WAR GRAVES**


JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Horticultural Manager
Department:	Operations
Contract Type:	Permanent
Job Purpose:	<p>Responsible for ensuring Commission standards of horticulture at the cemeteries and memorials within the region and securing value for money in achieving those standards. The post is also responsible for the implementation of organisational policy, including approved working practices, health and safety procedures, environmental and Commission policies relating to corporate objectives.</p> <p>Building relationships where this may be of use in facilitating the work of the Commission.</p> <p>Ensuring the operation has the skills and is equipped to meet standards .</p>
Job Band:	Band D
Reports to:	Deputy Director
Direct Reports:	<p>Direct line management for all horticultural supervisors.</p> <p>Indirect responsibility of Senior Head Gardeners, Head Gardeners and Gardeners.</p>
Other Key Contacts:	<ul style="list-style-type: none"> • Area Management team (Director, Deputy Director, HR Manager, Finance Manager, Works Manager and Country Supervisors) • Director of Horticulture and the Estates team • Health and Safety Adviser • Colleagues within Area, across other Areas and Head Office (HO). • HO officials and visiting dignitaries, war veterans and relatives. • Local authorities, heritage organisations, contractors and consultants.
Financial Responsibilities:	As delegated
Location:	Ypres office, Belgium
Working hours:	<p>37 hours per week.</p> <p>Occasionally work out of hours, to perform duties predominantly evenings and/or weekends, is required.</p>
Travel:	Regular travel within the Area and the UK. Driving licence is required.
Right to work:	Must have the right to work in the EU



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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. The organisation has a global reputation for the delivery of excellent standards of horticulture as part of its care for its global historic estate.

KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Maintain the Commission's Horticultural standards within the region.
- Identify and execute regular inspection visits to the Commission's cemeteries and memorials to ensure appropriate standards of Management and Horticulture are maintained, assessing and reporting on Key Performance Indicators for horticultural standards and ensuring operational structures, procedures and practices deliver value for money.
- Share technical expertise and information with the whole Area and Estates Department
- Implements the Horticultural projects in line with the Area Management Plan.
- Establish, negotiate, specify and administer maintenance agreements with contractors to ensure maintenance of Commission cemeteries and memorials.
- Manage the horticultural maintenance programme and contractual maintenance agreements in accordance with operational control.
- Maintain accurate records of cemetery plans and technical data in collaboration with the Works Manager and in line with corporate requirements
- Take a lead role in the development of Landscape Management Plans which is being coordinated in HO - as we implement our Heritage Strategy contribution to the development of the landscape elements of these plans and associated policies is a strategic aim for the Commission.
- Co-ordinate all projects with the Works Manager and Professional Services, HR and Finance Managers in respect of budgets and staffing issues.
- Collate and provide information as required of the Area Health & Safety Action Plan.
- Identify the training and development needs of staff, ensure mechanisms of delivery of training programmes and interventions and contribute to the formulation of the Area training programme and succession plans working with the Hort Training Manager in HO
- Manage provision of the Commission's horticultural modular training programme in line with operational needs and global guidelines
- Take a lead role in devising, implementing and reporting on trials of machinery, equipment and techniques in close cooperation with the estates department.
- Research the market and develops contacts in the industry to ensure we have the best tools, machinery and equipment in line with our policies.

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- Ensure that the procurement of machinery and supplies achieves value for money. Assist in the drawing up of replacement and new machinery or vehicles in conjunction with the corporate objectives.
- Order and purchase supplies. Identify replacement and new machinery/vehicles in alignment with corporate objectives. Negotiate keenly with suppliers.

Project responsibilities

- Ensure the Commission is recognised and represented in the preparation of ceremonial events within Area (for example 1939-45 anniversaries).
- Maximise the PR potential of the Commission's work through the provision of timely photographs and briefs on operational activities.

Financial and risk management

- Manage and monitor the delegated budget, preparing estimates, submitting monthly/quarterly expenditure reports in accordance with corporate objectives to ensure horticultural works programmes.
- Manage 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.
- Implement Health and Safety Policies, promote the safe use of horticultural machinery and vehicles and ensuring safe working practices; recording accidents, near misses and taking appropriate action to effectively manage risk.
- Contribute to the establishment of an operational risk profile matrix for the Area and implement risk mitigation programme.
- Ensure 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 Estates Department when required

Job Functional Knowledge

- Technical knowledge gained through a professional qualification or specific university degree, in one or more relevant disciplines and demonstrable workplace experience

Business Expertise

- Understanding of own department and how it interacts with other departments in the Area.

Leadership

- Manage the performance, development and standards of behaviour for the direct reports and oversees the performance management of the wider regional team through delegation. Identifies training needs for the whole staff compliment and highlights any skills gaps.
- Formulate and manage the training requirements for the region, with the assistance of Works Manager (for Works staff) and by liaising with Deputy Director and HR Manager.
- Deliver training in order to maintain and improve the staff skills base. Conducts regular team meetings to update staff on all aspects of operations.

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- Promotes the values and culture of the Commonwealth War Graves Commission and 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.

Problem Solving

- Able to work with a high degree of autonomy organising their work

Nature of Impact

- The job holder has an impact by influencing decisions through advice, counsel or facilitating services to others in area of specialisation.

Area of Impact

- The impact of the job is on a work area such that the work and performance of all teams within the area will be directly affected by the performance of the job, which will eventually impact the overall performance and effectiveness of the organisation sub-function.

Interpersonal Skills

- Well-developed communication skills and an ability to inform and influence at all levels.
- Communication - Foster and develop productive relationships with staff, local officials, outside agencies and dignitaries at all levels to ensure the smooth running of the region. Has good oral and written skills.
- 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.

PERSON SPECIFICATION

Education and Knowledge

Essential

- A bachelor or master degree or equivalent (Master tuin en landschapsarchitectuur, Master of science in de biowetenschappen: tuinbouwkunde, bachelor groenmanagement) or relevant experience working in a supervisory management position in amenity horticulture.
- Evidence of post qualification continued professional development and membership of relevant professional bodies
- Ornamental plant knowledge with experience of horticulture in several climatic zones

Desirable

- Pesticide related qualification.
- Health and Safety qualification

Experience

Essential

- Practical experience of project-, change- and performance management at operational level.
- A passion for technology, machinery and equipment used in horticultural maintenance, its practical implementation together with a knowledge of the maintenance equipment market and procurement processes.
- Significant practical experience of managing multi-site high-quality amenity horticulture, including management of direct reports and contractors.
- Management responsibility in the maintenance or construction of high quality landscape/grounds and gardens working in a multidiscipline environment.
- Working with key stakeholders in an engaging and collaborative manner.

Desirable

- Operational experience at Project Management level.
- Experience of working in different cultures, with an understanding of cultural and political sensitivities.
- Experience of implementing IPM & IWM (Integrated weed and pest management) and in the sustainable use of pesticides

Skills and Abilities

- Management Skills - Monitor standards and conduct, provide coaching and assistance when required to motivate staff to give their best. Promote talent and staff development whilst dealing effectively with poor performance. A good team worker who recognises the contributions made by others.
- Good command of written and spoken Dutch and English. Also, German and French is desirable or a commitment to achieve a good working knowledge.
- Service Delivery - Has good administrative, numerical and promulgates sound H&S practices, providing the service required by the general public and Head Office Departments.
- Strong IT skills – intermediate level knowledge of the Microsoft suite of products in particular.
- Committed to continuous 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.
