


**COMMONWEALTH
WAR GRAVES**


| JOB DESCRIPTION | |
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| SUMMARY INFORMATION | |
| Job Title: | Area Coordinator |
| Department: | Africa & Asia Pacific Area (AAPA) |
| Contract Type: | Permanent |
| Job Purpose: | Responsible for the smooth administrative operations of the Area Office. |
| Job Band: | B3 |
| Reports to: | HR Manager, AAPA |
| Direct Reports: | None |
| Other Key Contacts: | Area Director, AAPA HO AAPA Team All AAPA staff based abroad Information and Communications Department Local Authorities, Embassies and other stakeholders |
| Financial Responsibilities: | As delegated |
| Location: | Office based in Maidenhead, UK |
| Working hours: | Normal Office hours are 37 hours per week based on: 08:30 – 17:00 Monday to Thursday 08:30 – 16:30 Friday There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for approved additional hours worked |
| Travel: | May be required to undertake travel in the UK or abroad. Valid passport required. |
| Right to work: | Must have the right to work in the UK |

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| COMMISSION BACKGROUND |
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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.

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KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Document management of cemetery files and the communications and administration of the SharePoint library
- Uploading, maintaining and monitoring content for AAPA onto the intranet, ensuring information is kept up to date and collating submissions from team members for CWGC headlines.
- Assisting with and coordinating wreath requests and ashes cases as needed. Coordinating the ordering and distribution of wreaths for wreath laying ceremonies.
- Accepting, processing and monitoring graves found cases in support of Area Director and Operations Manager/Regional Managers
- Dealing with all 'Ashes internment' requests in support of the Operations team.
- Liaising with Area Director, Operations Managers and local managers to promote and maximise internal PR of the Area's operations
- Provide support in the production of PR material across AAPA, including the provision of media material (books, leaflets, assistance with visitor information panels etc).
- In liaison with the social media team, monitor social media networks where CWGC has a presence (Facebook, LinkedIn, Twitter, YouTube), and respond to comments and queries in a timely manner.
- Responding to and resolving all enquiries including filming and photographic requests.
- Arranging and coordinating visits from members of public, local officials and VIPs to AAPA sites, as and when required.
- Coordinating Remembrance and other ceremonies when required and updating the events database.
- Maintaining training spreadsheet; tracking all planned and actual training courses attended and associated expenditure
- Maintaining and regularly updating the Area stakeholder matrix and FCO contacts sheet and supporting the Area Director with regards to developing relationships with key stakeholders.
- Support Area Director in compiling 'Area Management Brief'. Assist with communicating this to all staff within the Area.
- Provide Communications slide input for QMM briefing pack
- Supporting Area Director in coordinating/booking travel and providing briefing material for VIPs to Area
- Maintaining the Area's calendar and the Area office attendance record
- Compile and manage country briefs as needed, in cooperation with the Area Director.
- Reviewing and maintaining "Visitor Information" and "Location Notes" to ensure the correct and accurate information is displayed on the casualty database and CWGC website.
- Supporting HR/Finance/Operations teams at Area Office with ad-hoc administrative tasks as required
- Booking/costing out Area/Regional conferences as required
- Arranging translations of documents via the Commission's approved translation service provider
- Arranging for couriers to send post to various overseas locations
- Ordering and maintaining office stationery supplies
- Coordinating internal Area meetings and taking minutes, as required

Job Functional Knowledge

- Requires a good understanding of work routines and procedures in own job. Most technical procedures are well defined. Willingness to question where we can work more efficiently and effectively

Business Expertise

- Requires the understanding of how the duties relate/integrate with others in the team.

Leadership

- No supervisory responsibilities

Problem Solving

- Expected to follow detailed and defined rules/instructions and to make simple judgement in straightforward situations. Requires good knowledge and understanding of procedures and ability to evaluate and select correct solutions to problems in order to complete tasks
- Willingness to think through novel problems and suggest recommended solutions

Nature of Impact

- Primarily impacts APAA Head Office team with good communications with internal and external stakeholders

Area of Impact

- Within their own work team

Interpersonal Skills

- Requires a regular exchange of information and a good level of communication, some of which may be sensitive

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| PERSON SPECIFICATION |
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Education and Knowledge

Essential

- IT literate with excellent knowledge of Microsoft Office applications
- Excellent command of English (both written and verbal)
- Knowledge and understanding of social media platforms

Desirable

- A nose for a story and the ability to tell it creatively and compellingly
- Verbal and/or written fluency in a second language used in AAPA, ideally Bengali, Hindi or Burmese
- Knowledge of other commonly used business software (eg Adobe)

Experience

Essential

- Administration and coordination of a varied and busy workload
- Microsoft Office and Teams experience

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- Booking complex travel arrangements
- Preparing emails and other communications to a high standard
- Working with and maintaining spreadsheets and databases
- Working in a customer focused environment with emphasis on delivering excellent customer service
- Event coordination

Experience

Desirable

- Previous experience in a communications role
- Working with a global team across several time zones and for a multi-cultural and international organisation
- Working with local dignitaries and VIP's

Skills and Abilities

- Excellent attention to detail, with high levels of accuracy
- Able to demonstrate being proactive and to think through the implications of assigned tasks.
- Adaptable and flexible; able to prioritise workloads and have good organisation and time management skills
- Clear and polite telephone manner in dealing with internal and external stakeholders including members of the public
- Takes initiative and responsibility for finding resolutions and resolving problems and issues
- Calm and resilient whilst under pressure
- Flexible and able to adapt to changing priorities
- Excellent interpersonal skills and the ability to establish good working relationships and understand cultural differences
- Ability to convey and complete tasks and information clearly and concisely both verbally and in writing at all levels
- 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.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date:

