

  
 COMMONWEALTH  
 WAR GRAVES  


<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Senior Head Gardener
<b>Department:</b>	Operations C-SEA
<b>Contract Type</b>	Indefinite period
<b>Job Purpose:</b>	<p>Lead a horticultural maintenance team with both static and mobile personnel at cemeteries and memorials.</p> <p>Provide high horticultural quality at all the cemeteries under their charge by using the available resources as efficiently and safely as possible.</p> <p>The position requires a good balance between management activities and manual work as a gardener.</p>
<b>Job Band:</b>	C
<b>Reports to:</b>	Horticulture Supervisor
<b>Direct reports:</b>	4 to 16 gardeners
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Team members and other team leaders</li> <li>• Neighbours of the cemetery, farmers, landowners</li> <li>• Other area departments, such as HR, supervisors, and managers</li> <li>• Local governments</li> <li>• Contractors, suppliers, and services</li> <li>• Visitors and the public</li> <li>• Schools and pilgrims</li> <li>• Head office departments</li> </ul>
<b>Financial Responsibilities:</b>	Assigned financial authority
<b>Location:</b>	WEA C-SEA
<b>Working hours</b>	<p>37-hour work week</p> <p>You may have to work additional hours.</p> <p>Events may require you to work outside office hours.</p>
<b>Travel:</b>	Travel (infrequently) within the WEA C-SEA area. Valid passport and category B driver's licence required.
<b>Right to Work</b>	Authorised to work in the European Union.

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**ABOUT THE COMMISSION**

We honour and care 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 and memorials at over 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**

- Leads all members of their team. Responsible for and organises – within set schedules – the physical presence/rotation of their team throughout the year as needed and in compliance with the legislative framework. Responsible for organising/preparing tools and resources needs in accordance with predetermined annual deadlines and achieving the requested targets.
- Demonstrates full awareness of the Commission’s horticultural standards and is able to carry out and coordinate all maintenance and renovation work.
- Draws up work programmes, maintains the complete Group administration and is responsible for managing staff and resources.
- Achieves green KPIs (Key Performance Indicators) and a standard of excellence in the work carried out in accordance with the Horticulture Manual.
- Regularly visits all locations within the group to plan the required horticultural work and achieve excellent standards. Ensures that the work programme is completed by the team in accordance with Commission standards.
- Develops the skills of team members and identifies individual outperformance. Monitors and follows up on development opportunities/projects within the group.
- Responsible for initial disciplinary measures within the team to support and jointly with HR.
- Documents the most important daily activities throughout the year.
- Informs the Building Department about structural damage. Informs the Horticultural Supervisor about any future or ongoing change in the vicinity of the cemetery or memorial. Reports any cases of decay and maintenance problems.
- Ensures the Group’s vehicles are correctly used and maintained, and informs the Fleet Department about any problems that arise.
- Ensures the machinery is correctly used and maintained to maximise its lifespan. Stores the machinery correctly. Discusses any need for machinery with the Horticultural Supervisor.

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- Prepares the annual group renovation work programme with the support of the Horticulture Supervisor. Adjusts the renovation programme monthly as the work is completed.
  - Reports any form of vandalism or destruction to the appropriate authorities and informs the Professional Services Department as soon as possible.
  - Represents the Commission at ceremonies or meetings.
  - Provides directions and other information to visitors.
  - Actively participates in various activities of the Department and Commission in general in accordance with operational needs and manager requests.
  - Ensures that the safe working practices and Commission health and safety policies and procedures are complied with at all times by himself/herself and his/her group members. Complies with the workplace accident procedure, handles the paperwork, and conducts investigations as needed.
- Reports all defective structures, such as tombstones, crosses of sacrifice, walls, file cabinets, pylons.

#### **Job functional knowledge**

- Fully understands the Commission's horticultural standards.
- Good knowledge of the activities in the field and the working arrangements and commitments of the Commission.
- Ensures the horticultural machinery and equipment are maintained.
- Knowledge of Commission policies and procedures.
- Ensures compliance with health and safety requirements.

#### **Business Expertise**

- Understands how the team integrates with others to achieve the area's objectives.
- Knows the regular garden work and how it fits in with the standards of our cemeteries in C-SEA.

#### **Leadership**

- Organises the work of the group in accordance with Management's recommendations and requests and Commission's standards.
- Ensures that any new gardener is well integrated into the team and has all the necessary documents and instructions, especially information related to Health and Safety.
- Informs line management and the Human Resources Department (C-SEA) immediately if the behaviour of a staff member gives rise to concern, and, together with the Human Resources Department, takes the initial disciplinary actions when and where necessary.
- Holds regular and exceptional meetings with the team, including the Team Briefing.
- Prepares and conducts the annual performance review for each gardener in the group. Discusses the personal development plan with each team member.

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- Ensures that team member skills are developed, including identifying future potential, and managing underperformance in an efficient and professional manner.
- Suggests changes in working procedures to improve working conditions and team performance.

### **Problem solving**

- Solves problems based on knowledge and experience.
- Able to make decisions.
- Is able to make final decisions and takes responsibility for decisions.
- Collaborates with the Horticultural Supervisor in case of unusual and risky problems.

### **Nature of impact**

- Ensures that safety standards are complied with using specialised equipment and that staff wear PPE (personal protective equipment and workwear).
- Is flexible towards tasks and colleagues in a diverse work environment.
- Influences cemetery standards in the C-SEA region.

### **Area of responsibility**

- Leads the team by developing and maintaining good professional relations with Commission colleagues and other stakeholders at all levels.

### **Interpersonal skills**

- Communicates openly and honestly.
- Has good listening skills and feels comfortable communicating with different teams and (weekly changing) team leaders.
- Can exchange information with tact and diplomacy.

## **PERSON PROFILE**

### **Education and knowledge**

#### **Essential**

- Has a professional horticultural qualification or equivalent relevant experience.
- Excellent working knowledge of Dutch and English, or the willingness to improve it.
- Knowledge of the work system and health and safety regulations.
- Knowledge of computer programs, such as MS Office, or the willingness to learn them.
- Knowledge of all horticultural modules of the Commission.
- Knowledge of Commission policies and procedures.

#### **Desirable**

- Knowledge of sustainable horticulture



## **Experience**

### **Essential**

- Significant experience in the provision of autonomous horticultural work.
- Previous supervisory experience.

### **Desirable**

- Experience in an international working environment and communication in other languages.

## **Skills**

- Ability to communicate effectively, good listening skills.
- Ability to make decisions and take responsibility for actions.
- Has the necessary administrative and time management skills.
- Commits to job-related training and 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.

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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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