

  
 COMMONWEALTH  
 WAR GRAVES  


<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Operations Manager
<b>Department:</b>	Operations MA
<b>Contract Type:</b>	Permanent
<b>Job Purpose:</b>	<p>The post holder is responsible for ensuring the Area’s operational arrangements, policies, processes and procedures to deliver corporate maintenance standards by the most effective and efficient means. Providing the professional lead on the delivery of the Commission’s conservation approach across the Area and implementing the Area’s Irrigation Strategy are key priorities. Responsibilities also include the prioritisation, planning, co-ordination and execution of Area Horticulture and Works programmes; as well as securing value for money in operational budgets via the appropriate targeting and allocation of resources.</p> <p>The post holder is also responsible for ensuring and continually improving the performance and efficiency of Area operations and support services through the procurement, provision and analysis of management information and operational data, benchmarking, key performance indicators and other effective methods and strategies.</p> <p>There is a requirement to lead, support and guide Technical Managers in the delivery of Area work programmes to the required standard.</p> <p>The position is based in Cyprus.</p>
<b>Job Band:</b>	Band E
<b>Reports to:</b>	Director, Mediterranean Area
<b>Direct Reports:</b>	Direct line management responsibility for 4 Regional Managers, 1 Country Manager Italy, 1 Operations Supervisor, MA, Technical Supervisor, MA, 1 Operations Administrator and 1 Health & Safety Co-ordinator. Indirect line management responsibility for Regional and Country Supervisors.
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Reports to Director, Mediterranean Area.</li> <li>• Liaison with the Estates Department, Head Office.</li> <li>• Day to day liaison with colleagues within Area and the wider Commission.</li> <li>• Maintains and develops contacts with local authorities, professional bodies, contractors or individuals where this may be of use in facilitating the work of the Commission and development of corporate capability.</li> </ul>
<b>Financial Responsibilities:</b>	Mediterranean Area currently has an operational budget (excluding employment costs) of circa £3.5 million.
<b>Location:</b>	Area Office, Cyprus
<b>Working hours:</b>	37.5 hours Per Week.



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<b>Travel:</b>	Travel to countries in support of Operations as required.
<b>Full Driving Licence:</b>	A full and valid driving licence
<b>Right to work:</b>	Must have right to live and work in the EU and travel within MA

### 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 preserve 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

#### General

- Assist the Area Director in the creation and execution of the Area Management Plan, prioritising, adjusting and redirecting resources to deliver the Plan's programmes of work and monitoring the quality of work achieved.
- Analyse monthly, quarterly assessments and forecasts of Area operational and financial performance against budgetary and operational goals to direct the planning of operations, in conjunction with Finance Manager.
- Overseeing the Area's structural and horticultural works programmes and managing the delivery of the structural condition survey programme and horticultural inspection programme.
- Maintain, monitor and address performance against Quarterly Report financial ratios.
- Identify and direct initiatives to improve operational processes and efficiencies in support of Area objectives and Corporate Strategy
- Ensure the provision of appropriate and timely management information to the Area Director.
- Co-ordinate the implementation of quality standards.
- Establish and gain approval for the Area touring programme within guidelines set by Area Director, monitor performance and outcomes against touring objectives.
- Work with the Area Director and HR Manager to determine the Area-wide 5 year people needs and to develop succession plans.
- Ensure the operational staff meet the highest standards in terms of Health and Safety.

#### Financial & Risk Management

- Assist the Area Director in the development, execution and monitoring of an operational risk matrix for the Area.
- Ensure contracts are drawn up, tendered, let and properly documented in accordance with standing Finance and Technical Service Departments' policies and guidelines.

#### Team Performance

- Manages the performance, development and standards of behaviour for the direct reports and oversees the performance management of the wider area team through delegation. Identifies training needs and takes a lead role implementing the overseas area training plan.
- Conducts regular team meetings to update staff on all aspects of operations.
- Direct input into Area presentation to the Quarterly Management Group.
- Provide monthly operational and risk management reporting to the Area Director.

**JOB SCOPE REQUIREMENTS**

**Education, Knowledge and Experience**

- Practical experience of project, change and performance management
- A recognised technical/management/administration qualification (BTEC/HND or equivalent) and relevant experience working in a management position
- Thorough knowledge of organisational policies, horticultural and works standards and practices
- Experience of working in different cultures, with an understanding of cultural and political sensitivities
- Operational experience at Project Management level
- Clean Driving Licence
- Microsoft Office including Outlook

**Skills and Abilities**

- Leadership - Provides direction and guidance to the Technical Managers and Support Services Team, to take forward the Area Management plan and Corporate Objectives.
- Management Skills - Manages standards and conduct, provides leadership, guidance and support of effective performance management and clarify the strategy.
- Application of Specialist Expertise - Uses knowledge effectively in supporting corporate strategy in taking forward the goals of the Commission. An understanding of operational requirements with the diverse geography of Mediterranean Area.
- Resource Management – Ensures efficient and effective use of corporate resources.
- Communication - Fosters and develops productive relationships with staff within the Commission as well as strategically and beneficial externally.
- Personal Effectiveness – Effectively organises work to achieve targets in relation to output, quality and cost.
- An alignment and adherence to the Commission’s Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Health and Safety responsibility for self and, where line management responsibility, responsibility for 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: