


**COMMONWEALTH
WAR GRAVES**


JOB DESCRIPTION	
INFORMATION SUMMARY	
Job title:	Professional Services Manager (Purchase, Facilities and Estate Manager)
Department:	Professional Services
Purpose of the role:	To manage properties, purchasing and facilities for the Area To ensure that the Area's systems, processes and procedures are fit for purpose. To provide efficient, informative and professional support and solutions (e.g. purchasing, fleet, utilities, work wear) for the Area Management in accordance with CWGC rules and policy.
Role level:	D
Reports to:	Operations Manager
Direct subordinates:	As assigned by the Operations Manager
Other important contacts:	All C&Sea employees, local/regional authorities and suppliers Internal and external communication department.
Financial responsibilities:	Supervision and management of the Professional Services budget, as delegated by the Operations Manager.
Site:	C&Sea
Travel:	Must be prepared to travel and work across Europe. A valid B drivers' licence is required.

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.

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MAIN RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Delivers purchase management and provides general administrative services, contracts and purchases for all departments across the region.
- Manages the C&Sea transport fleet.
- Manages machinery and stock of goods in collaboration with the various departments.
- Evaluates systems, processes, procedures and reports, to ensure the Area's operation as an efficient model.
- Manages and provides utilities and all 'soft facilities' in C&Sea.
- Takes responsibility for supporting accessibility and sustainability projects.
- Manages the buildings in collaboration with the other departments.
- Acts wherever appropriate as C&Sea representative in the company's CWGC committees.
- Assists in the supply of management information demonstrating the effective functioning of the Professional Services department.
- Contributes to the Area's strategic management within the various fields of expertise.

Functional knowledge

- Uses professional expertise to advise over changes in processes and work procedures to improve the operational output of the Professional Services department.

Business expertise

- Contributes by providing professional, expert advice for C&Sea teams, as and when required.

Leadership

- Organises team activities in accordance with the recommendations, management requests and Commission's standards.
- Prepares and conducts annual performance reviews, evaluates personal development plans and, wherever necessary, conducts return-to-work interviews.
- The Professional Services Manager and team provide a service for all C&Sea team members and contribute to the development of an integrated, multidisciplinary team.

Problem solving

- An analytical problem solver.
- Good at priority setting and decision making.

Impact type

- Uses professional expertise to identify and assess issues with a view to informing, influencing and guiding managers in their decision making.

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Impact area

- Own team and other, related teams.

Interpersonal skills

- Excellent written and verbal communication skills, and the ability to establish contact effectively with a variety of professionals and develop productive working relations.

PERSONAL PROFILE

Education and knowledge

Essential

- Master's or equivalent qualification/experience and good experience/a background in administration/purchasing.

Experience

Essential

- Experience of complex administrative/financial management

Desirable

- Experience of buildings and facilities management
- Experience of project management

Competencies

- Administrative and organisational competencies and a methodical approach to work.
- Personal effectiveness, as regards planning, developing, contributing to and carrying out projects.
- Good analytical skills, rigour and attention to detail.
- Good communicator, with sensitivity to culture.
- Autonomous decision-making in line with CWGC rules/policy.
- Prepared to take the initiative.
- Reliable and resilient with a flexible approach to changing working environments/situations and people.
- Dedication to professional development.
- Alignment with and fulfilment of the Commission's values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and DEDICATION.
- Responsible for own health and safety, and, where responsibility for line management is concerned, responsible for others.

This job description sets out your main duties. From time to time you may be asked to carry out other appropriate tasks which are not under your job title or main duties, as and when required in the Commission's interests.
