

<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Case Officer (Commemorations)
<b>Department:</b>	Information and Communications
<b>Contract Type:</b>	Fixed Term
<b>Job Purpose:</b>	To organise, investigate and deliver all Commemorations casework including discovery of remains, identification, religious emblem, non-commemoration, and graves found cases.
<b>Job Band:</b>	C2
<b>Reports to:</b>	Commemorations Case Manager (CCM)
<b>Direct Reports:</b>	None
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Areas and Agencies, External Relations, Archives and Enquiries</li> <li>• Member Government Service Authorities</li> <li>• Commonwealth Historical Branches and international military teams</li> <li>• International partner organisations</li> <li>• Members of the public and other external stakeholders</li> </ul>
<b>Financial Responsibilities:</b>	None
<b>Location:</b>	Office based - primarily in Maidenhead, UK
<b>Working hours:</b>	37 hours per week. There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for any approved additional hours worked
<b>Travel:</b> <i>(when travel restrictions are lifted)</i>	Must be willing to travel within the UK and overseas. Valid passport, full UK car driving licence required
<b>Right to work:</b>	Must have the right to work in the UK

### **COMMISSION BACKGROUND**

The Commonwealth War Graves Commission honours and cares 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 at 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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**KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE**

General

- Provide an effective coordination service for Member Government Service Authorities regarding all aspects of the discovery, identification and commemoration of Commonwealth war casualties
- Organise and prioritise Commemorations casework from receipt to conclusion, ensuring the digital trackers and casework files accurately reflect progress and decisions
- Investigate cases using CWGC's archives, published historical materials and documentary sources
- Produce accurate, credible, evidence-based reports to set deadlines
- Plan and deliver the reburial and rededication programme, liaising with internal and external stakeholders attending case and programme meetings as required.
- Ensure factors that could prevent the timely delivery of the reburial and rededication programme are identified and resolved or escalated as a priority.
- Work with Areas and Agencies to progress discovery of remains, identification, non-commemoration, graves found, duplicate commemoration and religious emblem cases
- Develop and expand specialist expertise to meet CWGC Commemorations requirements
- Represent CWGC Commemorations at internal and external events, as directed by the Commemorations Case Manager
- Provide direction to team members to ensure case work adjudication decisions are actioned as Record Amendments and Headstone Orders
- Deliver timely, appropriate, and authoritative responses to internal and external stakeholders and respond to ad-hoc enquiries on Commemoration case work
- Contribute positively to continuing improvement to working practices
- Ensure the work of the Commemorations team is communicated clearly and effectively internally and externally, including providing content to the External Relations team
- Escalate potential reputational risk incidents urgently
- Identify knowledge-holders and develop relationships with external stakeholders and partner organisations, including non-Commonwealth organisations, to enhance CWGC access to information and resources
- Support the work of the Commemorations Case Manager, by undertaking other related or specialist tasks applicable to the role

Job Functional Knowledge

- Recent and relevant qualifications

Business Expertise

- Sound current working knowledge of locating and interpreting documentary sources relating to Commonwealth military service in the First and Second World Wars and sound knowledge of historical research methodologies
- Sound knowledge of the Commemorations function and an understanding of the work of the wider organisation



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### Leadership

- On the job training and support for new team members

### Problem Solving

- Ability to form conclusions and recommendations from factual information.

### Nature of Impact

- Contributes to the resolution of casework and the ongoing maintenance of Commemorations records, which are core functions of CWGC
- Has a reputational impact as it involves regular liaison with external stakeholders and members of the public

### Area of Impact

- Directly impacts the Commemorations, Area/Agency and External Relations teams and indirectly impacts the whole organisation as it contributes to the maintenance and integrity of Commemorations records

### Interpersonal Skills

- Strong communicator with collaborative working ethic. Motivational and able to develop and build strong working relationships

<b>PERSON SPECIFICATION</b>
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### Education and Knowledge

#### Essential

- Educated to A' level standard or equivalent
- Sound knowledge of 20<sup>th</sup> Century history
- Familiarity with military terminology (e.g. ranks, organisations, hierarchy)
- Knowledge of documentary sources relating to Commonwealth military service in the two World Wars
- Advanced digital literacy, especially Microsoft Office applications including Excel and Teams

#### Desirable

- Educated to degree level in a relevant subject
- Knowledge of the CWGC's commemoration policies and procedures

### Experience

#### Essential

- Using military and genealogical sources in a professional setting, preferably in research
- Using digital applications relevant to the role e.g. archival or collections databases
- Report writing

#### Desirable

- Working with or for a Commonwealth military organisation or in the cultural/heritage sector.



### Skills and Abilities

- Ability and motivation to develop specialist knowledge of the CWGC's history, policy and procedures, relating to commemoration
- Sound research and analytical skills, able to source and interpret complex information and evidence and draw conclusions from those findings
- Able to use initiative and solve a range of problems, some complex, based on previous experience and professional judgement
- Process driven, with the ability to manage multiple tasks simultaneously
- Ability to adapt, be flexible and deal with ambiguity
- Application of sound judgment and decision-making skills to assess situations and make recommendations.
- Able to develop strong and collaborating working relationships with internal and external stakeholders.
- Strong verbal and written communication with ability to communicate effectively to experts and non-experts
- Excellent customer service.
- Excellent accuracy and attention to detail
- Able to quickly learn and use internal information systems.
- Able to plan, organise and prioritise own workload to meet individual and team deadlines
- 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

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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: