

<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Operations Assistant (South Africa)
<b>Department:</b>	SA Hub Office - Operations
<b>Contract Type:</b>	Permanent
<b>Job Purpose:</b>	To support the Operations Supervisor with structural and horticultural maintenance of war graves and memorials to the standards set by the Commission and carry out inspections as requested
<b>Job Band:</b>	A
<b>Reports to:</b>	Operations Supervisor
<b>Direct Reports:</b>	none
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Director South Africa</li> <li>• Senior Operations Supervisor</li> <li>• Office Administrator and technical staff South Africa</li> <li>• Area and Head Office staff</li> <li>• Church officials</li> <li>• Local government officials</li> <li>• Private owners of cemeteries/burial sites</li> <li>• Cemetery staff and maintenance contractors</li> <li>• Cemetery visitors and members of the public</li> </ul>
<b>Financial Responsibilities:</b>	As delegated Company Credit Card and Fuel card for monthly project and operations costs.
<b>Location:</b>	Office based in Centurion, Pretoria Gauteng, or when necessary can temporarily be adapted to a flexible hybrid option of part home/part office working arrangement.
<b>Working hours:</b>	<p>42.5 hours per week, gross</p> <p>Normal Working Hours:  Monday to Thursday 07:00 – 16:00 with 30 minutes lunch break  Friday 07:00 – 13:30 with 30 minutes lunch break</p> <p>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 in terms of the local legislation  OR  There will be occasions where you will be required to work out of hours for events, projects and CWGC activities, predominantly</p>

  
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	evenings, with days occasionally falling at the weekend. Time off in lieu may be granted for overtime worked in terms of the local legislation.
<b>Travel:</b> <i>(when travel restrictions are lifted)</i>	Must be willing to travel within Southern Africa, sometimes at short notice. Valid passport, full vaccination certificate as required for the countries to be visited, full SA car driving license, PDP and ability to drive in South Africa required
<b>Right to work:</b>	Must have the right to work in the South Africa

**BACKGROUND**

The Commonwealth War Graves Commission (CWGC) 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.

**KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE**

General

- The Operations Assistant job is a mobile one and travelling and spending protracted time away from home is a key characteristic of the job.
- The job holder must be able to read working drawings, choose and buy sound materials within delegated authority, carry out minor structural new work and repairs, engage and manage locally employed labour and liaise with local authorities/cemetery owners.
- The job holder is required to work with the commissions guidelines and procedures that will be subjected to review on an ongoing basis, teamwork and responsible reporting are fundamental in this regard.
- Assisting the Operations Supervisor with maintenance work including spraying/cleaning of headstones and other structures, fixing new headstones to replace those broken or deteriorated, realigning headstones erection of solid slab concrete kerbs, erecting minor structures such as fences, retaining walls and assisting as part of a team in renovation projects to structures, etc. Minor maintenance work includes repointing of open joints to structural features, fixing and replacing swords to Cross of Sacrifice features, re toning/re bronzing bronze features such as memorial panels and register boxes and the fixing of curbing.
- Trim and remove overgrown vegetation from headstones, carry materials and remove waste from site. Assist in the application of herbicides from time to time.
- Assist in the exhumation and reburial of remains when required.
- Ensure that CWGC and South African health and safety procedures and safe working practices are observed and followed including the appropriate usage of Personal Protective Equipment at all times. Be responsible for own personal safety as well as that of other parties.

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- Assist in the maintenance of the Commission vehicles.
- Purchasing of building material, herbicides and pesticides as required for maintenance purposes when authorised to do so.
- Maintain machinery and tools in good working order, carrying out maintenance and minor repairs and referring major mechanical or other problems to the Operations Supervisor.
- Assist Senior Operations Supervisor and Operations Supervisor Works as and when required.
- To assist with the carrying out of inspections.

#### Job Functional Knowledge

- An experienced technician with an understanding of minor structural and horticultural works, and the ability to convert plans and instructions into practical application to the specified commission standards.
- Computer literate – Windows and MS Office suite
- <Knowledge of functional work and activities measured through a hierarchy of work extending from “tasks” to “full theory and practice in more than one discipline”. Insert level of functional technical knowledge, e.g., knowledge gained on the job, apprenticeship, professional qualification or specific university degree, in one more discipline, etc>

#### Business Expertise

- Ability to use own business acumen to ensure the best use of commission funds and demonstrate value for money.
- Ability to liaise and develop good professional relationships with key partners, such as locally employed labourers and local authorities or cemetery owners.
- Taking responsibility for the finances allocated to your work and accounting for these funds and the expenditure as per the commissions policies.
- Ensures current and relevant Commission risk assessments are in place for all work practices, COSHH assessments are completed. That maintenance and machinery checks (LOLER and PUWER) are made at defined intervals, with guidance from the Operations Supervisor when required
- <Knowledge and expertise about the business, rather than about “technical expertise”, measured by establishing gradients of knowledge of the work unit to knowledge of the industry(ies) in which the CWGC functions. Insert required knowledge and expertise, eg knowledge and expertise is limited to own job, own team, own function, the wider organisation, external business expertise, etc>

#### Leadership

- No direct supervisory responsibility.

#### Problem Solving

- Demonstrates initiative, anticipate and identify potential problems and offers solutions through precedence.

#### Nature of Impact

- Supports the Operations Supervisor by performing a range of renovation and general maintenance tasks in commission cemeteries.

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### Area of Impact

- Mainly on own team/colleagues and indirectly on the wider Africa Asia Area Team.

### Interpersonal Skills

- Makes a positive impression and builds effective constructive relationships with fellow colleagues, customers, suppliers and or 3<sup>rd</sup> party stakeholders and works with a diverse range of people with a range of experience and skills.

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

#### Essential

- A PDP (Public Driver's Permit).
- An unendorsed (clean) driver's licence, with a minimum of a code **EC1** would be preferable.
- Good command of written and spoken English, in addition to a high level of literacy in their first language. Good communication skills
- Relevant experience working in a technical position.
- A working knowledge of horticultural and structural standards and practices is preferable but not essential as training on this will be provided.
- Computer literate- proficient with regards to the use of Windows and MS office products

#### Desirable

- A working knowledge of horticultural and structural standards and practices is preferable but not essential as training on this will be provided.
- Any certification or qualifications with reference to Occupational Health and Safety, e.g., Nebosh, Nosa or similar
- Health and Safety representative certification.
- Valid certification with regards to fire fighting and first aid.
- Previous certification with regards to erection of scaffold, the certification of a constructed scaffold and the working at heights certification.

### Experience

#### Essential

- An understanding of basic construction procedures, equipment and OHS guidelines/regulations in this regard.
- Ability to read drawings, plans and blueprints
- Ability to communicate and report effectively
- Problem-solving abilities
- Good physical condition and stamina must be able to pass a working at height medical assessment.

#### Desirable

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- In-depth knowledge of construction procedures, equipment and OHS guidelines
- Exposure to the landscaping working construction environment.
- <insert desirable experience required>

Skills and Abilities

- Communication - Fosters and develops productive relationships with colleagues, local officials, outside agencies and dignitaries at all levels to ensure the smooth running of their work. Has good oral and written skills.
- Personal Effectiveness - Able to work with a high degree of autonomy, organising work to meet deadlines set by the Operations Supervisor(s).
- Planning and Organisational Skills - Able to prioritise the allocation of resources in order to successfully execute agreed work programmes. Is sensitive to the need to work flexibly, and at times, beyond conditioned working hours in the region. Uses the resources wisely, responsibly and economically.
- Service Delivery - Has good administrative, numerical and IT skills in order to complete claims and returns.
- Resource Management – Assist in negotiating with local contractors to ensure best value for the Commission.
- Application of Specialist Expertise - Uses their knowledge effectively in taking forward the Corporate Aims of the Commission. The post holder should be open to developing new skills by taking part in training and development but should seek specialist advice and guidance when required.
- Committed to 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
- *Committed to continuous professional development – delete if not applicable*  
*The following must appear on ALL job descriptions – delete this line in final copy*

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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 CWGC.*

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Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: