


 COMMONWEALTH
 WAR GRAVES


DESCRIPTION OF POSITION	
SUMMARY OF INFORMATION	
Title of position:	Professional Services Administrator
Department:	Professional Services – WEA C
Contract type:	Permanent
Purpose of the position:	Administrative and logistical support and services to all departments Efficient management of orders and follow-up of suppliers
Level of position:	B
Reporting to:	Professional Services Manager
Direct subordinates:	None
Other important contacts:	<ul style="list-style-type: none"> • Professional Services Team • All employees within WEA-C, including managers • The administrative staff from the various departments in the main office • Contractors such as utility companies, IT organisations, organisations for prevention and protection in the workplace, suppliers, etc.
Financial responsibilities:	Designation financial authority
Location:	Ypres office
Work hours:	37-hour work week
Travel:	Must be prepared to travel within Europe and elsewhere, sometimes at short notice. Valid passport and B driver's licence required.
Right to work:	Entitled to work in Belgium

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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MOST IMPORTANT RESPONSIBILITIES and LIABILITIES OF THE POSITION

General

- Management, organisation, and following up of various contracts with suppliers: waste management, provision of utilities, internet and telephony, security systems, cleaning,... Periodically evaluates the service and price agreements.
- Retrieves the necessary quotations, discusses the budget with Professional Services Manager and places the orders. Follows this up (including invoices received) closely through the purchase order system.
- Responsible for placing orders and the logistical management of the stationery, kitchen and cleaning supplies, hardware ...
- Supports the Professional Services Manager and Deputy Director in various tasks: drafting reports, following-up of budgets (updating spreadsheets, monitoring and preparatory work for budget exercise).
- Following up on damage and theft on base sites and cemeteries: contact with insurance companies, coordination of restoration works with colleagues of the Works and Hort department.
- In cases of reburials, is responsible for the coordination of good and services to be provided: contacting the Hort and/or Works department for the necessary works, delivery of the necessary material for the service (seating, tents ...)
- Is responsible for keeping registry books updated.
- Contributes to the digitalisation of the archive.
- Is in charge of receiving visitors to the office. Is the first point of contact and welcomes suppliers, colleagues,... in a customer-friendly manner.
- Manages the post: sorts out incoming post and delivers it to the correct recipients, stamps outgoing post.
- Provides logistical support to the information centre.
- Collaborates in various projects and working groups.
- Organisation of medical examinations.
- Based on the position and experience, makes proposals for the continual improvement of the processes and procedures within the department, and presents these proposals and then further develops them.
- Closely follows relevant developments in relation to sustainability and shares these with the team.
- Is part of a team of three that back each other up and assist each other at peak times.
- Familiarises himself/herself with the tasks and processes of other positions within the Professional Services Department and whenever necessary, provides support (organisation of vehicle fleet, administration for Hort and Works department).

Functional knowledge

- Has thorough knowledge of the various processes and procedures of the Professional Services Department.

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Business expertise

- The position requires insight into the manner in which the designated tasks relate to/correspond with others in the team/region.
- Knowledge of the tasks and responsibilities of others in the team is necessary for achieving the objectives.

Leadership

- No managerial/supervisory responsibility.

Solve problems

- Good knowledge of and insight into procedures and the capacity to assess problems and select the correct solution to execute the tasks.
- Ability to evaluate based on the analysis of factual information.

Nature of the impact

- Immediate impact through responsibility for the quality of tasks executed or services provided.
- Tasks/services are closely associated with the work of others. The quality and punctuality/precision of the service and tasks executed will affect the effectiveness of the team.

Area of responsibility

- Impact on one's own team and other teams.

Interpersonal skills

- Communication and exchange of information is an important aspect of the job.

PERSONAL PROFILE

Education and knowledge

Essential

- Graduate or Bachelor's Degree or equivalent qualification.
- Good knowledge (oral and written) of Dutch, English and French.
- Good practical knowledge of Microsoft Office Package (Excel, Word, PowerPoint, Outlook).

Desired

- Some German.
- Affinity with IT (self-supporting in the event of problems with Excel, GSM, laptop, for example).

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Experience

Essential

- Relevant experience in an administrative position.

Desired

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

Skills

- Talented in administration and organisation.
- Mathematical ability as well as an ability to think analytically.
- Accurate and with an eye for detail.
- Focused and efficient.
- Able to cope with stress and to adapt (changing work environment, situations and people).
- Communicative and a strong team player.
- Commits to training and development courses for position.
- Alignment to and compliance with the Commission's values: RESPECT, EXCELLENCE, TEAM WORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT.
- Responsibility for the health and safety of himself/herself and others.

Your most important tasks are listed in this description of the position. You might occasionally be asked to execute tasks that do not come under your position title or most important tasks, if this is necessary in order to meet the needs of the Commission.
