

<b>JOB DESCRIPTION</b>	
<b>SUMMARY INFORMATION</b>	
<b>Job Title:</b>	Commemorations Support Coordinator
<b>Department:</b>	Information and Communications
<b>Contract Type:</b>	Permanent
<b>Job Purpose:</b>	To support the delivery of the Commemorations policy and records work programme.
<b>Job Band:</b>	B3
<b>Reports to:</b>	Head of Commemorations
<b>Direct Reports:</b>	None
<b>Other Key Contacts:</b>	<ul style="list-style-type: none"> <li>• Commemorations team</li> <li>• Area and Agency teams</li> <li>• Archives and Enquiries teams</li> </ul>
<b>Financial Responsibilities:</b>	None
<b>Location:</b>	Office based - primarily in Maidenhead, UK
<b>Working hours:</b>	<p>37 hours per week.</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</p>
<b>Travel:</b>	Not required to travel
<b>Right to work:</b>	Must have the right to work in the UK

<b>BACKGROUND</b>
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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

- Manage enquiries received via Salesforce as well as ad hoc enquiries and assign priority allocating to the relevant team member
- Identify high risk or priority enquiries and escalate to a senior team member for action
- Complete research to resolve straightforward enquiries, providing accurate and timely responses
- Complete Casualty Database (CDB) updates, corrections and amendments in accordance with approved procedures
- Save and retrieve information from the CDB, TRIM (internal archive system) and other approved electronic storage systems. Conduct searches to retrieve information as requested
- Ensure all trackers are up to date and accurate, conducting regular audits
- Action adjudications by updating casualty and grave details on the CDB and TRIM
- Order headstones required for reburial and rededication ceremonies, tracking progress through to installation liaising with the Drawing Office, Headstone Production Unit (HPU) and Works teams to action
- Archive completed case files following Commemorations records management procedures
- Develop and maintain a sound understanding of current commemorations policy and provide guidance internally and externally on its practical implementation
- Provide statistics, casualty reports and Salesforce reporting, as required

Job Functional Knowledge

- Demonstrable customer service

Business Expertise

- Requires knowledge of the Commemorations function and a sound understanding of the work of the wider organisation, particularly where the role relates to other activity e.g. Area/Agency teams

Leadership

- None

Problem Solving

- Able to make judgements and solve problems in straightforward situations

Nature of Impact

- The role supports the delivery of the Commemorations case work. The role also has a reputational impact as it involves regular liaison with external stakeholders and members of the public

### Area of Impact

- The role impacts the Commemorations team

### Interpersonal Skills

- Strong teamwork
- Motivated and uses initiative
- Excellent customer service

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

#### Essential

- Educated to GCSE level or equivalent
- Advanced computer literacy, including MS Word, Excel and Teams
- Knowledge of 20th Century history
- Current working knowledge of locating and interpreting documentary sources relating to Commonwealth military service in the First and Second World War

#### Desirable

- Knowledge of CWGC's commemoration policies and procedures
- Familiarity with Commonwealth military organisations

### Experience

#### Essential

- Previous experience in a research role, preferably using military and genealogical sources in a professional setting

#### Desirable

- Experience in a similar role involving managing multiple tasks simultaneously
- Experience working with or for a Commonwealth military organisation or in the cultural/heritage sector
- Experience of using a database

### Skills and Abilities

- Good written and verbal communication skills
- Ability to source and interpret evidence
- Excellent organisational skills
- Excellent attention to detail
- Ability to manage time effectively



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- Process driven, with the ability to adapt and be flexible
- Able to quickly learn and use internal information systems
- Committed to developing specialist knowledge of the CWGC's history, policy and procedures, relating to commemoration
- Committed to continuous professional development
- An alignment and adherence to the CWGC'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 CWGC.*

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### **Signatures**

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: