


 COMMONWEALTH
 WAR GRAVES


JOB DESCRIPTION

SUMMARY INFORMATION

Job Title:	Agency Services Manager	
Department:	UKNA Operations Department	
Contract Type:	Permanent	
Job Purpose:	To provide overall operational leadership and oversight of all Agency work carried out in UKNA on behalf of non CWGC sponsors. In addition, to run specific one-off UKNA non Agency projects as and when required. Manages ~ UKNA IT	
Job Band:	D2	
Reports to:	UKNA Operations Manager	
Direct Reports:	Agency Services Supervisor (Part Time 3 days per week) and, indirectly, operational staff in all UKNA regions who will provide assistance and information.	
Other Key Contacts:	Director UKNA. UKNA Works, Hort and Finance Managers. UKNA Regional Managers (x7) CWGC Senior Agency Services Manager. Head of the Ministry of Defence's Joint Casualty and Compassionate Centre (JCCC).	
Financial Responsibilities:	Current UKNA Agency work of around £1m as well as one-off grants (variable) and ad hoc projects (variable).	
Location:	Head Office	
Working hours:	Monday to Thursday	0830 to 1230 hours 1330 to 1700 hours
	Friday	0830 to 1230 hours 1330 to 1630 hours
Travel:	Must be willing to travel within the UK and overseas, sometimes at short notice. Valid passport and full UK car driving licence required	
Right to work:	Must have right to work in the UK	

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COMMISSION BACKGROUND

The Commonwealth War Graves Commission (CWGC) honours the 1.7 million men and women of the Commonwealth forces who died in the First and Second World Wars, ensuring they will never be forgotten.

Our work commemorates the war dead, from building and maintaining our cemeteries and memorials at 23,000 locations in more than 150 countries to preserve our extensive records and archives. Our values and aims, laid out in 1917, are as relevant now as they were 100 years ago.

KEY RESPONSIBILITIES and ACCOUNTABILITIES

General

- To fully understand and manage all non-Charter (Agency) work in the UKNA delivering consistency of standards and customer satisfaction.
- Manage Agency Services Supervisor.
- To provide oversight to all Agency work throughout the UKNA ensuring a service which fully meets the expectations of our customers/sponsors.
- To ensure that all technical standards and specifications are clearly defined and accurately reflect what the Commission and customers/sponsors want.
- Point of contact for Ministry of Defence's Joint Casualty and Compassionate Centre (JCCC) enquiries and referrals.
- To ensure that all UKNA Agency contracts are understood and reviewed regularly.
- To agree formal sign-off of all UKNA Agency estimates and in-year budgets.
- To provide direction to UKNA regions in order for them to deliver Agency work on time and budget and to the specified standard.
- To act as the direct liaison point with the Head Office Senior Agency Services Manager.
- To ensure that performance against standards is monitored and managed.
- Establish, and regularly review, the criteria for measuring the effectiveness of contract procedures throughout the UKNA.
- Prepare Business Cases to support major investment decisions with applications for external funding as necessary.
- Represents the UKNA at meetings with internal and external stakeholders.
- Support the UKNA Operations Manager and other UKNA Head Office functional heads in delivering a consistent service and respond to customer/sponsor demands as required.
- Manage expenditure and support the preparation of the annual UKNA Agency budget.

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- Lead UKNA non Agency projects as required.
- Manage UKNA IT requirements and training programme
- Most work is carried out through UKNA staff not directly line managed: regional operations staff, UKNA Head Office team and the Central Finance Team.

Specific projects (not exhaustive)

- Renovation of UK MoD cemeteries (x 12) and graves (new LIBOR money).
- Work on behalf of Canada, South Africa, Australia, India and New Zealand.
- Work on behalf on non-Member governments (e.g. Germany, Norway and the Netherlands).
- Work on behalf of Associations (e.g. Chelsea Pensioners, Star & Garter & Sea Lords).

Project Responsibilities

- Lead and oversee project work as required.
- Present findings and conclusions to stakeholders, senior CWGC staff and others.

JOB SCOPE REQUIREMENTS

Education and Knowledge

Essential

- Experience of managing and implementing renovation projects.
- Experience of managing teams undertaking renovations.
- Experience of managing contractors undertaking renovation projects.
- Prince2 Foundation and Practitioner or equivalent Qualified
- Experience in Project Management.
- A good level of computer literacy using Microsoft packages – Word, Excel and Outlook is essential.
- A full (manual) driving licence.

Skills and Abilities

- A self-starter, able to take the initiative in prioritising workloads and meeting deadlines.
- Builds effective relationships with Colleagues, Customers, Suppliers and Contractors and works with a diverse range of people with a range of different experience and skills.
- Accepts responsibility for organising and completing tasks on time and budget and to the specified standards.
- Acts with integrity and has high ethical standards.

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- Is resilient and flexible even when under pressure.
- Ensure that Staff, Maintenance Agreement Holders (MAH) and Contractors follow and comply with Health and Safety rules as contained within the OHSAS 18001 Manual.
- Negotiation with Contractors and Suppliers to attain optimum service levels at best level of cost.
- Ability to work alone and using their initiative, as well part of a team
- Effective communication and listening skills
- Decision making skills and the ability to use own initiative, to resolve issues
- Takes responsibility for action
- Good organisational and time management skills
- Sense of service delivery
- Good resource management
- Awareness of the aims and objectives of the organisation
- An alignment and adherence to the Commission's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- Health and Safety responsibility for self

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.

Signatures

Name of Job Holder:

Signature:

Date:

Name of Line Manager:

Signature:

Date: