## JOB DESCRIPTION

### SUMMARY INFORMATION

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Purchasing and Administration Manager</th>
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<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>Canada &amp; America Area (CAMA)</td>
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<td><strong>Contract Type:</strong></td>
<td>Permanent</td>
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<td><strong>Job Purpose:</strong></td>
<td>The Purchasing Manager is responsible for ensuring all CAMA purchasing and procurement activity is conducted in accordance with CWGC and CAMA policies and directives and that the procurement of goods and services in support of CAMA operations is open, transparent and provides “best value” to the CWGC as a whole. In addition, this position acts as the Office Manager for the CAMA offices supervising the overall administrative and records keeping functions of the Area.</td>
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<td><strong>Job Band:</strong></td>
<td>E1</td>
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<td><strong>Reports to:</strong></td>
<td>Area Director CAMA</td>
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<td><strong>Direct Reports:</strong></td>
<td>Administration and Records Assistant x 2 Finance and Purchasing Assistant x 1</td>
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| **Other Key Contacts:** | • CWGC Procurement Manager  
                          • Veteran Affairs Canada – Agency Contract Manager  
                          • Local Authorities (Church & Public Works Managers)  
                          • CWGC/CAMA Approved Vendors |
| **Financial Responsibilities:** | As delegated by the Area Director CAMA |
| **Location:**        | Ottawa, Canada                          |
| **Working hours:**   | 37.5 hours per week  
                          Office Hours - 08:00 – 16:00 Monday to Friday |
| **Travel:**          | Must be willing to travel – both domestic and international. Valid passport and International Driver's Licence required. |
| **Right to work:**   | Must have the right to work in Canada   |

### 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 and territories to preserving our extensive records and archives. Our values and aims, laid out in 1917, are as relevant now as they were over 100 years ago.

March 2021
The Canada and Americas Area (CAMA) of the CWGC covers all of Canada, United States, the Caribbean, Central America, South America and the Falkland Islands (approx. 38 countries). We are responsible for just under 21,000 war graves throughout the area, two CWGC owned cemeteries and 42 sites with memorial, stones of remembrance and crosses of sacrifice.

### KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

**General**
- Establish and maintain a standardized contract document set for all CWGC contracted work that is compliant with CWGC policy and the area-specific needs of CAMA and that is legally compliant in all countries in CAMA.
- Identify and target procurement activities on which cost savings can be achieved.
- Establish and maintain a Canada-wide online bidding system for the posting of available work across Canada and the acceptance of digital bid submissions from contractors across the country. Look at similar opportunities in other countries in CAMA.
- Establish and maintain a process for the submission of contract related documentation and specifications from the Operations Team.
- Establish a cost estimating model for all CAMA works and for travel to be used for budget preparations and management of works budgets.
- Ensure that all Works requirements are placed in contract, ensuring detailed specification of requirements, appropriate contract performance standards and negotiating with suppliers in a manner that ensures the work can be delivered to the requisite schedule, quality and assigned budget.
- Establish and maintain a “Preferred Vendor” listing for all contractors that work for CWGC and CAMA in our area that defines areas covered, types of work that can be completed by the contractor and pre-established/agreed to pricing.
- Where warranted, establish preferred/standing offer contracts for CWGC work in CAMA for areas and/or types of work that require this type of service on an ongoing basis.
- Maintain relationships with key CAMA suppliers and negotiate prices for goods and services on behalf of the Area Director.
- Maintain the CAMA Contracts library in Teams to assure compliance with CWGC audit requirements.
- Ensure that all financial and purchasing transactions are in accordance with industry acceptable standards and in full compliance with all CWGC policies and directives.
- Follow and ensure compliance with Financial Authorities as established by the Area Director.
- Develop, implement and maintain a Quality Assurance/Vendor Management process for all contracted CAMA work.
- Provide professional advice and support to CAMA staff on all matters relating to contract and procurement procedures.

**Project Responsibilities**
- Act as Project Lead for any Project allocated to you by the Area Director CAMA.
- Act as the CAMA POC responsible for ensuring that the CWGC Project Management Processes is understood and utilised by CAMA staff where appropriate.
• Act as CAMA POC responsible for the CWGC Purchase Management System (PMS) and assist the CWGC Procurement Manager with any CAMA-related benefits.

Financial & Risk Management
• Ensure that all CAMA financial transactions are conducted in accordance with staff's delegated financial authority, and in accordance with the relevant CWGC procedure and policies.
• Report any financial anomalies to the Area Director immediately, and if it is the Area Director that you have concerns with or your concerns are ignored, report them to the Director of Resources in the CWGC Head Office.
• Work with the Area Director on the preparation of the annual budget and on monthly/quarterly reporting requirements

Administration
• Sets, manages and monitors performance targets and KPI’s for the administrative functions of the CAMA office, including but not limited to:
  o data entry and database activities in support of CAMA operations including the CWGC work order system, the CRGT database and the K2 structures tracking system
  o External mail processing and tracking.
  o Document and record management
  o Preparation of reports to specified standard.
  o Timely answering of CAMA main phone lines during normal business hours,
  o processing of CAMA IT service requests,
  o provision of CAMA office supplies,
  o preparation of travel and tour reports,
  o provision of volunteer support and contractor support.
• Own the CAMA Enquiries system (SalesForce) on behalf of CWGC and contracted clients (VAC for Ontario), and monitor enquiry handling to ensure compliance with CWGC and VAC Agency posted response timelines. Report on enquiries activities to Area Director on a regular basis.
• Act as the CAMA Facilities manager for all facilities related matters including access and security and any office space functionality related issues
• Manage administrative support contracts for the CAMA office including copiers, mobile phone, the VOIP phone system, internet services, and various office printers/copiers,
• Ensure that CAMA is compliant with all corporate policies and directives and advise the Area Director of how they should be adopted at Area level.

Human Resources Support
• Co-ordinate Staff onboarding for new staff and offboarding for staff that are leaving the organization
• Monitor the tracking of CWGC owned assets and who they have been assigned to. Ensure all assets are audited on an annual basis
• Maintain the CAMA Policies and Directives Manual on Teams on behalf of the Area Director
• Create and then deliver the CAMA Annual Staff Wellbeing Plan in accordance with CWGC HR policies.
• Coordinate the preparation of and the delivery of events in support of the CAMA Annual
  Training Plan, to ensure all CAMA staff gain access to training opportunities in accordance
  with the CWGC policies.
• Act as the CAMA Health and Safety Rep and Coordinator for all Health and Safety Matters
• Act of the CAMA Training Plan Coordinator

**Communications Support**
• Assist the Area Director:
  o create, and deliver the annual CAMA Events Directory and database, to ensure that
    the CWGC is correctly represented at the right events across the area, in accordance
    with the Corporate PR Plan.
  o with the delivery of initiatives aimed to promote the CWGC in Canada.
  o manage External Relations, Commemoration activities, Public Relations and
    Ceremonial events, and internal CAMA event planning as assigned
  o with preparation of reports and PowerPoint presentations for Corporate and External
    public presentations
• Manage and monitor the CAMA Cemetery Signage Program including the coordination,
  collation and distribution of permissions for the installation of cemetery signs and Visitor
  Information Panels and address any complex or high profile enquiries or complaints
  generated from the installation of cemetery signs and Visitor Information Panels.

**Other Accountabilities**
• Represent the CWGC and/or Area Director at external events as assigned by the Area
  Director
• Provide line management responsibilities for assigned staff, ensuring they are managed in
  accordance with the HR policies and directives of the CWGC and CAMA.
• Act as the Transport and Fleet Manager for CAMA. Ensure that CAMA has the relevant
  processes in place in order to assure the Area Director that CAMA complies with the CWGC
  Transport Fleet & Driver Policy.
• Act as the CAMA IT Manager, maintaining liaison with the Corporate IT Team to ensure that
  CAMA is provided with the resources and support needed to undertake its activities and
  operate effectively.

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**PERSON SPECIFICATION**

**Education and Knowledge**

**Essential**
• Degree or Diploma in Finance or Business Administration
• Professional Qualification related to Purchasing, Procurement or Contract Management or an
  equivalent combination of education and experience that is acceptable to CWGC.
• Fluent in written and spoken English

**Desirable**
• Professional Qualification in Project Management (PMP)
Minimum 5 years’ experience working as a procurement specialist in an asset management, construction or public amenities related sector

Written and spoken fluency in English and French (Bilingual)

Experience
Essential

- Fostering and developing productive relationships with staff, local officials, outside agencies and dignitaries at all levels to ensure the smooth running of a procurement and purchasing organization operation.
- Working with a high degree of autonomy, organising work to meet deadlines.
- Ability to lead a team.

Skills and Abilities

- Excellent management skills with ability to monitor standards and provides coaching and assistance when required to motivate staff to give their best. Deals effectively with poor performance.
- Resource Management - works within a budget and negotiates keenly with local suppliers.
- Ability to demonstrate a willingness to accept increased responsibility, using knowledge to effectively take forward the goals of the Commission.
- Strong leadership skills, to direction and guidance to take forward the Area Management plan and Corporate Objectives.
- Able to prioritise the allocation of resources in order to successfully execute agreed work programs.
- Able to work flexibly, using resources wisely and economically.
- Excellent administration, numerical and IT skills including working knowledge of Office 365 and Teams
- Demonstrates sound Health and Safety knowledge and practices. Health and Safety responsibility for self and others.
- A good team worker who recognises the contributions made by others.
- Flexible and able to deal with ambiguity and change.
- The ability and motivation to develop specialist knowledge of the CWGC’s history, policy and procedures, relating to commemoration.
- Health and Safety responsibility for self and others

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:

March 2021