

JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Recoveries & Identification Case Manager
Department:	External Relations
Contract Type:	12 Month Fixed Term
Job Purpose:	This role manages the team that delivers casework relating to the recovery of Commonwealth war casualties and the identification of CWGC graves, together with the associated reburial and rededication ceremonies.
Job Band:	D1
Reports to:	Head of Commemorations Casework
Direct Reports:	5
Other Key Contacts:	<ul style="list-style-type: none"> • Recovery Unit • Archive team • Customer Service team • Area Directors • Member Government Service Authorities • Commonwealth Military Historical Branches • International partner organisations
Financial Responsibilities:	None
Location:	Head Office with some hybrid working flexibility
Working hours:	37 hours per week. 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
Travel:	Must be willing to travel within the UK and overseas. Valid passport required and preferably a full UK car driving licence.
Right to work:	Must have the right to work in the UK

BACKGROUND

The Commonwealth War Graves Commission (CWGC) honours and cares for the members 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.

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KEY RESPONSIBILITIES and ACCOUNTABILITIES OF THE ROLE

General

- Manage investigative casework related to recovery of human remains and the identification of CWGC graves currently designated as 'Known unto God'
- Apply subject knowledge, research skills and technical expertise e.g. GIS mapping to make informed recommendations relating to all Recovery and Identification case work
- Ensure correct and appropriate application of Commemoration protocols and CWGC policies
- Co-ordinate the final verification and headstone ordering process, to ensure all headstones are accurate, policy compliant and delivered on-time
- Oversee the organisation of the annual programme of reburial and rededication ceremonies
- Line-manage the team that delivers case reports and headstone orders, ensuring the operational tempo in relation to tasks, trackers, enquiries, and emails provides an efficient casework pipeline
- Proactively liaise with Member Governments and other stakeholders in relation to casework
- Support the Head of Commemorations Casework to deliver projects by locating and interpreting material from CWGC's archives, published historical materials and documentary sources
- Deliver timely and authoritative responses to internal and external stakeholders (including the public and researchers). Respond to complex enquiries and provide high levels of customer service
- Monitor the CWGC web content for Recovery and Identification work to keep it current accurate, and informative
- Provide content for CWGC digital channels and other media to highlight CWGC's role in casework
- Develop complex data queries and manipulate large data sets for strategic projects and casework. Provide statistical and dashboard data as required
- Liaise with Commemorations colleagues as required to develop and deliver projects and share knowledge
- Develop training materials and give presentations on the work of the Commemorations Team to key audiences as needed

Job Functional Knowledge

- Professional experience of undertaking historical research
- Substantial knowledge of First and Second World War military history
- Expert knowledge of military organisation, ranks, structures and insignia
- Outreach experience of presenting complex data to non-experts

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Business Expertise

- Historical research skills and a sound understanding of research principles, methodologies, and analysis methods.
- Delivery of research and data analysis to support investigations and application of policy

Leadership

- Leadership and guidance to be provided to others
- Support, train, educate, inform, and mentor team members
- Conduct performance appraisals

Problem Solving

- Strong critical, evaluative, and analytical skills to solve complex problems
- Manage multiple tasks simultaneously and prioritise effectively
- Ability to identify and suggest pragmatic solutions
- Sound judgement and decision-making

Nature of Impact

- The role contributes to the appropriate commemoration of casualties, which is a core function of CWGC. The role also has a reputational impact as it involves regular liaison with external stakeholders

Area of Impact

- The role impacts the organisation

Interpersonal Skills

- Excellent line management and mentoring
- Flexible and able to manage ambiguity
- Attention to detail
- Collaborative and customer-focused to provide excellent customer service
- Problem solving and decision making
- Motivated and able to use own initiative
- Able to develop strong working relationships with internal and external stakeholders
- Empathetic and respectful of different cultures and religions

PERSON SPECIFICATION

Education and Knowledge

Essential

- Educated to degree level or equivalent in a relevant subject
- Sound knowledge of 20th Century military history
- Current working knowledge of locating and interpreting documentary sources relating to Commonwealth military service in the two world wars
- Advanced computer literacy, including MS Teams, Word, Excel



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Experience

Essential

- Substantial experience of conducting historical research in a professional setting
- Experience of report writing

Skills and Abilities

- Excellent writing, editing and proofreading skills
- Excellent research and analytical skills.
- Able to source and interpret evidence and draw conclusions from those findings.
- Application of professional judgement to assess situations and make sound and evidenced recommendations.
- Able to communicate effectively to experts and non-experts.
- Excellent attention to detail that is accurate and precise.
- Able to plan, organise and prioritise own and team workloads to meet deadlines.
- Able to quickly learn and use internal information systems.
- Everyone who works for us, or with us, shares our Values, which are formed around our concept of CARE (Commitment, Ambition, Respect and Excellence). We are proud and committed to ensuring we bring this to life every day, for ourselves, each other and those who lost their lives
- 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 CWGC.
