


**COMMONWEALTH
WAR GRAVES**


JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Cemetery Manager – Ranchi & Bhowanipore
Department:	Operations
Contract Type:	Permanent
Job Purpose:	Supporting the Technical Manager (Horticulture) in organising, supervising, and carrying out horticultural maintenance work in Ranchi and Bhowanipore cemeteries. Day to day leadership of the horticultural staff, ensuring that the standards of maintenance specified by the Commission are met as efficiently and economically as possible. Carry out staff training as required in all aspects of the work. Undertake the practical implementation of organisational policy, including approved working practices. Champion health and safety procedures and complete all necessary documentation.
Job Band:	C
Reports to:	Technical Manager (Horticulture)
Direct Reports:	2 x HG, indirectly line management to 2 gardeners
Other Key Contacts:	Cantonment inspection and maintenance contractors
Financial Responsibilities:	As delegated
Location:	Ranchi and Bhowanipore War Cemeteries
Working hours:	07:30 – 17:30 Monday to Thursday 07:30 – 16:30 Friday There may be occasions where you will be required to work additional hours. Time off in lieu may be granted for approved additional hours worked
Travel:	Must be willing to travel within the Indian Sub-Continent, and elsewhere in other countries if required.
Right to work:	Must have the right to work in India

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

- Implement the Area Management Plan. Maintain accurate cemetery technical data and plans.
- Have a sound working knowledge of the Commission's maintenance standards, and methods of work. Encourage high levels of staff performance. Identify training needs and ensure the required training is delivered.
- Plan, organise and control the horticultural and caretaking work in conjunction with the Head Gardeners.
- Promote safe use of horticultural equipment; maintain required records and returns.
- Investigate any accidents, near misses and take appropriate action to effectively manage risk.
- Promote staff understanding and compliance with Global H&S Standards and ISO 45001. Gather and report information as required by the Area Health & Safety Action Plan.
- Plan and manage seasonal work programmes in agreement with the Sector Manager & Head Gardeners
- Identify and source local supplies, stores, nursery stock, machinery, hand tools and safety equipment within delegated financial authority; monitor the safety and effectiveness of locally purchased tools and equipment, in conjunction with Regional Manager and Head Gardeners
- Support the ISC Regional Manager in preparing reports/presentations and compiling data as required.

Job Functional Knowledge

- Good command of written and spoken English language, in addition to high level of literacy in their first language
- Knowledge of organisational policies, horticultural and works standards and practices.
- Project Management skills
- Competent in Excel and general IT skills
- A good understanding of basic finance. Submit monthly accounts, together with progress reports and funding requests.
- A good understanding of practical Horticultural practices

Business Expertise

- Knowledge and expertise in own job and team,
- ISC management and finance
- Organise own travel and that of staff as required, for management and training purposes.

Leadership

- Provide instruction, direction and motivation to Head Gardeners and teams.
- Provide on the job training, development; support and encouragement where required.
- Responsibility for managing Head Gardeners performance and completing formal reviews.
- Responsibility for inducting new team members.

Problem Solving

- Identify and provide solutions to local problems, and staff issues.



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Nature of Impact

- < Responsibility for maintaining standards at Bhowanipore and Ranchi War Cemeteries.
- Reports regularly on maintenance standards via PQMS and projects as required.
- Represents the CWGC at local remembrance events.
- Meets and escorts VIP visitors.
- Liaison with, and facilitation of the Works Team, and any contractors working on site.

Area of Impact

- Own teams
- Liaison with local authorities, visitors, local dignitaries, military, diplomatic missions church and civil cemetery authorities and other outside bodies
- Health and Safety responsibility for self and others
- Coordination of site inspections and oversee maintenance of Cantonment Cems in Bhowanipore & Ranchi areas.
- Support Sector Manager with preparations for high profile visits and ensure the Commission is recognised and represented in the preparation of ceremonial events.
- Deal with local suppliers and contractors ensuring quality and value for money.
- Assist colleagues in NE India region with local purchase and organise the delivery of stores, bulk materials and other items that are only available in Bhowanipore.
- Facilitate visitor's enjoyment of the cemeteries, ensure visitor safety, and control any misbehaviour.
- Report any damage or theft as required.

Interpersonal Skills

- Routine man management of own teams monitor standards and staff conduct, provide coaching and assistance to motivate staff to give their best.
- Deal effectively with poor performance.
- Maintain staff discipline. Refer serious issues to line management as necessary. Manage staff performance, and standards of behaviour.
- Identify staff training needs and highlight any skills gaps.
- Deliver training, both formal and on-the-job, to maintain and improve staff skills.
- Conduct regular team meetings & toolbox talks to update staff on all aspects of operations.
- Complete all routine Human Resource functions: induction, training, absence management, disciplinary action, informing ISC Manager and AAA-HO of any issues.
- Able to prioritise the allocation of resources in order to successfully execute agreed work programmes. Is sensitive to the need to work flexibly and uses resources wisely and economically.
- Guide local VIP visits explaining the work of the CWGC both locally and in the worldwide context.

PERSON SPECIFICATION

Education and Knowledge

Essential

- A relevant recognised technical qualification or relevant experience working in a supervisory position

Experience

Essential

- Experience in a supervisory or management position

Skills and Abilities

- Ability to work with a high degree of autonomy
- Proven reliability, honesty and integrity
- Organise own work to meet deadlines set by the Area Management Team.
- Willing to accept increased responsibility, for the interests of the Commission
- Demonstrate a flexible approach to working hours if required, to accompany visiting managers, VIP visitors and represent the CWGC at events as required.
- Committed to continuous professional development
- 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.
