


 COMMONWEALTH
 WAR GRAVES


JOB DESCRIPTION	
SUMMARY INFORMATION	
Job Title:	Head Gardener
Department:	Horticulture
Job Purpose:	<p>Together with the SHG or in the event the post manages a smaller group, is responsible for the daily management of a (mobile) team of horticultural workers responsible for carrying out the horticultural maintenance programme for cemeteries and memorials located in a given geographical area, in compliance with the objectives and standards set by the Commission, and within the framework of the most efficient and economical management possible.</p> <p>The position requires a good balance between executing management activities and horticultural manual work.</p>
Job Band:	C
Reports to:	Senior Head Gardener (SHG)/Horticulture (Hort) Supervisor depending on local structure
Direct Reports:	Mobile horticultural team
Other Key Contacts:	<ul style="list-style-type: none"> • Hort Supervisors. • Team members. • Members of other teams (bases) or horticultural sectors. • Works Department colleagues. • HR team • Neighbours of the cemetery, farmers, landowners. • Visitors and the public.
Financial Responsibilities:	None
Location:	C&SEA
Travel:	N/A

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COMMISSION BACKGROUND

We honour and care 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 and memorials at over 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

- Supports the SHG/Hort Supervisor in evaluating the maintenance work necessary to maintain the level of excellence expected from visiting the group's sites. Ensure that the work programme is carried out by the team in accordance with Commission standards.
- Supports the SHG/ Hort Supervisor in the management of all the members of his/her team; assists with the organization, within structured time scales of: the physical presence/rotation of the team throughout the year according to the need and in compliance with the legal framework; assists with the organization/anticipation of the requirements in relation to equipment, materials according to the pre-established annual time-scales and delivers assigned objectives.
- Participates in various daily manual activities of the team.
- Keeps daily records of the main activities carried out by the team.
- Develops team members and identifies individual outperformance. Allocates and monitors development opportunities/projects within their group.
- Investigates disciplinary matters within the team in support of and together with management/HR.
- Notifies the SHG/ Hort Supervisor, and in his absence the Works Department, of any structural defects found. Inform its SHG/ Hort Supervisor of any future or ongoing development projects taking place in the environment of one of the cemeteries or memorials in its area and notify it of any maintenance or deterioration problems.
- Ensure the proper use and regular maintenance of the group's vehicles. Alerts the SHG/ Hort Supervisor, or in its absence the Transport Department, of any problem or malfunction.
- Ensure the proper maintenance, use and storage of the group's horticultural machines in order to optimize their lifespan. Discuss with his SHG the need for machine renewals.
- Assists the SHG/Hort supervisor in the preparation of the annual programme of renovation works, including the work programme for the winter period.
- Supports an eco-friendly and sustainable way of working and promotes an integrated pest and weed management.
- Carries out the first steps in the event of vandalism or damage to public authorities and informs its SHG and the Administrative Department as soon as it is noticed.
- May represent the Commission at external meetings or ceremonies.
- Inform and guide visitors.
- In general, it participates actively in all the projects of its Service and the Commission, as required and as instructed.

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- Complies with Health and Safety rules and procedures when performing his/her work.

Job functional knowledge

- Fully understands the Commission's horticultural standards.
- Ensures the regular maintenance of horticultural machinery and equipment.
- Knowledge of the Commission's policies and procedures.
- Reports machine and equipment failures to the Area Office and organizes maintenance or repairs.
- Ensure compliance with health and safety requirements.
- Pragmatic and practical.

Business expertise

- Understands how the team integrates with others to achieve the objectives of the area.
- Knowledge of the regular gardening tasks and how they fit into the standards of our cemeteries.

Leadership

- Plan, organise and define the daily work program.
- Manages and assumes responsibility for team members.
- Provides daily control of staff and resources.
- Instructs staff by demonstrating good work practices; participates in the development of all team members and assists with the identification of individual potential/talent.
- Sets standards of performance and behaviour at work.
- Identify when a team member's work or behaviour gives cause for concern, notify line management and HR and investigate disciplinary matters under guidance.
- Identifies training needs.
- Evaluates the performance of team members on a daily basis, conducts annual evaluations and regular reviews.

Problem solving

- Solves problems.
- Is able to make final decisions.
- Demonstrates judgment based on sound practices and own experience.
- Collaborates with the SHG/supervisor in the event of unusual and risky problems.

Nature of impact

- Ensure compliance with safety standards using specialized equipment and ensure that personnel wear PPE (personal protective equipment and work clothing).
- Adopts a flexible approach to tasks and colleagues in a diverse work environment.
- Impacts on cemetery standards in the area.

Area of impact

- Manages a small team by developing and maintaining good professional relations with Commission staff at all levels.

Interpersonal skills

- Open and honest communication, strong listening skills.

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- Good listening skills feels comfortable communicating with different teams and team leaders (changing weekly).
- Involves the regular exchange of information.

PERSON PROFILE

Education and Knowledge

Essential

- Excellent working knowledge of Dutch.
- Knowledge of the computer tool and software of the MS Office and Internet Pack, or willingness to learn.
- Knowledge of all Commission standards.
- Knowledge of the Commission's policies and procedures
- Successful completion of all horticultural modules and training for horticultural machines.

Desirable

- Some experience in team management (mobile).
- Van with trailer permit: BE permit.
- Solid knowledge of Risk assessments and relevant work instructions.
- Driving licence category C.
- Training in routine maintenance of the work, including removal and installation of headstones.
- Basic knowledge of English.

Experience

Essential

- Significant experience in the provision of autonomous horticultural work.

Skills and Abilities

- Ability to communicate effectively, good listening skills.
- Ability to make decisions and take responsibility for actions.
- Organisational and time management skills and committed to professional development
- An alignment and adherence to the Commission's Values: RESPECT, EXCELLENCE, TEAMWORK, COMMUNICATION, PROFESSIONALISM and COMMITMENT
- 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.
