



Digital Programmes Officer

Location:	Remote, UK based
Reports to:	Senior Digital Programmes Manager
Contract:	Full time (35 hours per week), permanent
Salary:	£35,790

THE DUKE OF EDINBURGH'S INTERNATIONAL AWARD

The Duke of Edinburgh's International Award (the Award) is a Non-Formal Education and Learning framework encouraging young people to find their purpose, place and passion in the world.

In more than 120 countries, our globally recognised accreditation is available to all 14 to 24-year-olds, of all backgrounds, locations, cultures and abilities.

Through the programme, each young person becomes part of something special while developing their own interests, universal skills and life aspirations.

Founded in 1956, the Award highlights the value of Non-Formal Education and Learning. Today there are consistently over a million young people taking part in the Award to believe in the power of their potential, make a difference in their community and take control of their future. The result? Entire generations of innovators and changemakers who are truly world-ready.

Millions have been impacted by the Award, experiencing first-hand that not all learning happens in the classroom.

Operating for almost

70 YEARS

Operating in

**120+ COUNTRIES
AND TERRITORIES**



MILLIONS

of Award alumni globally



**1 MILLION
PARTICIPANTS**

**A UNIQUE
INTERNATIONAL
ACCREDITATION**



Supported by over
162,500
VOLUNTEERS



OUR AMBITION:

One day, every eligible young person will have the opportunity
TO PARTICIPATE



Almost **5 MILLION HOURS** devoted to volunteering by participants who completed their Award in 2022

THE AWARD FRAMEWORK

Whilst the framework of this internationally recognised accreditation remains the same around the world, participants select self-identified areas of interest to pursue. Each young person develops their own unique Award programme that builds the character, skills and confidence needed to improve themselves and their communities.

The Award encourages them to step outside their comfort zone and develop positive habits that they will take with them for the rest of their lives.

FOUR SECTIONS (FIVE AT GOLD LEVEL)

	SKILLS Develop transferrable skills
	PHYSICAL RECREATION Get active
	VOLUNTARY SERVICE Give back to communities
	ADVENTUROUS JOURNEY Experience adventure and learn to lead
	GOLD RESIDENTIAL PROJECT Broaden horizons, meeting others in a new environment*

*Gold level only

THREE LEVELS

	BRONZE Aged 14+, 6 months min
	SILVER Aged 15+, 12 months min
	GOLD Aged 16+, 18 months min

WHERE IS THE AWARD DELIVERED?

The Award is delivered via hundreds of thousands of youth-focused partners and operators in a wide range of locations, from schools and custodial institutions to Scout groups, and refugee camps.

Although the Award's framework remains the same wherever it is delivered, every Award is itself unique and no two Awards are the same.

The Award is currently licensed in 120 + countries. Find out more below.



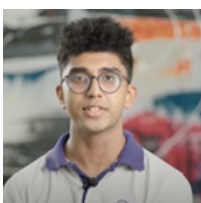
WATCH: Mental and Physical Health, Trinidad and Tobago



WATCH: Blind Boys' Academy, India



Explore the 120+ countries of the Award [here](#)



WATCH: Conservation in the Award



READ: Special Projects, Nepal

THE FOUNDATION

The Duke of Edinburgh's International Award Foundation is the international charity that drives and encourages the Award's growth, access and impact across the globe. Working in partnership with organisations and governing bodies, we oversee the licensing of Award operators – including schools, youth groups, employers and custodial institutions – in more than 120 countries and territories. With our guidance, operators deliver the globally-recognised Award, which provides opportunities for 14 to 24-year-olds of all backgrounds, locations, cultures and abilities, to develop their interests, skills and life aspirations.

Our long-term aim is that every eligible young person aged 14 – 24 will have the opportunity to participate in the Award.

We aim to increase the Award's global access, reach and impact through:

- raising and granting funds to scale up operations and increase diversity, equity and inclusion
- campaigning to raise the profile of non-formal education and learning
- broadening our network of volunteers, operators and digital systems
- ensuring participation is affordable for all

When it comes to creating empowered citizens who will go on to solve some of society's biggest problems, we must acknowledge that many of life's greatest lessons happen beyond the classroom. The Duke of Edinburgh's International Award gives young people the chance to discover exactly that.



OUR KEY AREAS OF WORK

BEYOND LICENSING AND ACCREDITATION

Whilst one of our primary roles is to license the Award around the world, the Foundation is so much more than a franchiser. We work with our Operators Partners to drive global change in a number of key strategic areas.



FUNDING

We provide grants to operators in our global Award family to scale up their operations and/or carry out projects that enable even more young people to take part in the Award.



TRAINING

We provide licensees with advice and support, in the form of ongoing account management, training sessions, online training materials, and access to a global peer-to-peer discussion forum.



ADVOCACY

We partner with key organisations to increase global awareness of the value of Non-Formal Education and Learning and to improve the lives of young people.



GLOBAL PARTNERSHIPS

We actively work to build partnerships with organisations to deliver the Award around the world. Corporate Partnerships form an integral part of this portfolio.



RESEARCH

We conduct ongoing research into the Award around the world using multiple initiatives, such as satisfaction surveys, outcomes evaluation and work with external experts on projects, like our award-winning Global Social Value research.

OUR IMPACT

The value and impact of the Award extends far beyond the intrinsic benefits enjoyed by the young people.

We believe the Award framework can be a blueprint for investing in human capital, specifically strengthening resilience, improving global prosperity and helping the world's most vulnerable.

The Award does this through working in partnership with young people and their communities, encouraging them in finding their own development solutions.

Participation in the Award also directly enables young people to contribute to a number of the United Nation's Sustainable Development Goals (SDGs), including Quality Education and Decent Work and Economic Growth.

Our established impact measurement initiatives, developed alongside academic institutions and partners, have revealed that the Award has a direct, positive impact (both financial and non-financial) on the people and communities it touches. In 2022, the Award had a Global Social Value of £762 million.

The impact of the Award:



Global Social Value of £762M



Improved employability and earning potential



Improved physical health and fitness



Improved mental health and emotional wellbeing



Increased engagement with charitable and community causes



Improved environmental impact



Increased social cohesion



Reduced offending



AS A RESULT OF DOING THE AWARD...



79%
felt inspired



76%
are more
confident



81%
are more
determined



84%
are more
resilient



85%
now see challenges as
opportunities to develop

BUILDING POSITIVE HABITS



83%
improved their
fitness



92%
now plan to
participate in
regular physical
activity



77%
now plan to
volunteer regularly



77%
now plan to
participate in
regular skill
development

BROADENING HORIZONS



96%
tried something
new



82%
see the
importance of
contributing to
their community



86%
improved
their teamwork
skills



80%
are better at
seeing other
people's point
of view



81%
feel more
comfortable in
new and unusual
situations

PARTICIPANTS SAY...

"Not only does it make me feel proud, but it also helps me figure out what I do well at, and why. So that I can carry on doing it and use it to shape my future" **Award participant, India**

"The Award got me involved in areas outside my natural areas of interest, allowing me to grow and develop through skills and experiences I would not have chosen if I had not done the Award." **Award participant, Canada**

ROLE SUMMARY

Job Title: Digital Programmes Officer
Location: Remote
Reports To: Senior Digital Programmes
 Manager

Summary of Role

The Digital Programmes Officer will assist with the development and adoption of the digital tools provided by The Duke of Edinburgh's International Award Foundation (The Foundation). The Digital Programmes Team's primary focus is on the Online Record Book (ORB) and the Award Community. The ORB is a bespoke platform designed for participants and their leaders to manage their Award progress. The Award Community is an online forum, information source, and Learning Management System for adults involved in the International Award. Initially, the priority of this role will be to assist with the development of a new Award Community.

Working with the Senior Digital Programmes Manager and a range of stakeholders from across the International Award Association, as well as external suppliers and contractors, the Digital Programmes Officer will work to ensure that The Foundation's digital tools are well maintained and developed to remain operational and fit for purpose.

The Foundation's approach to managing its digital tools is one of continuous improvement. Taking in the views of a wide range of stakeholders, especially participants, Award Leaders, and Operators, this role will look after the day-to-day change management process, liaising with developers to ensure that changes are scoped, applied, and communicated effectively.

Key Responsibilities

Most of the key responsibilities apply to both the ORB and the Award Community digital programmes (with a heavier weight with this role placed on the Award Community). However, candidates should bear in mind that they may also apply to other digital programmes as they are developed.

Data protection

- Ensure all work carried out complies with UK and other relevant data protection / privacy legislation and that all stakeholders are aware of the importance data protection and security principles.

Day-to-day support

- Fielding support queries and either answering where possible or escalating, keeping stakeholders informed as needed.
- Recording and monitoring queries to identify underlying issues.
- Communicating service and system issues to stakeholders as appropriate.

Supporting the adoption of digital tools

- Assist with the adoption and onboarding of Operators on to digital tools through producing guidance, offering advice and support, and training where needed.
- Ensuring that related training and guidance is kept up to date and developed as needed.
- Moderating and managing online groups related to digital tools, sharing best practice, guidance and updates as appropriate.
- Supporting the migration of users, content and other data to new platforms, communicating to stakeholders to manage expectations effectively.

Data and reporting

- Creating and managing reports to measure the impact of The Foundation's digital tools. Assisting Operators to make the most of reporting and data analysis tools.

Change management

- (With the new Award Community in particular) Managing the day-to-day change management and development process, ensuring issues and requests are handled effectively and communicated clearly. More specifically, this involves:
 1. Using a case/ticketing system or email to handle, record, and generally manage change requests, keeping stakeholders updated to manage their expectations effectively.
 2. Working with the Senior Digital Programmes Manager to ensure changes fit within overall development plans and within budget, helping to prioritise as needed.
 3. Liaising with the Award Community developer on the scoping and scheduling of change requests.
 4. Consultation, including convening and liaising with a range of stakeholders.
 5. Communicating changes through release notes, guidance, 1-1 consultations and webinars where needed.

Product Development and Project Management

- Assisting the development of new tools and functionality as required.

Miscellaneous

- Undertake any other duties as may reasonably be required for the successful delivery of The Foundation's business objectives.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	HOW IDENTIFIED
Experience	<p>General experience:</p> <ul style="list-style-type: none"> • Frequent use of online office software tools (such as Office365) which must include spreadsheets but also writing, presenting, and online collaboration. • Organising and balancing competing priorities and a varied workload to be productive (achieving objectives and meeting deadlines). • Developing and maintaining working relationships with a range of stakeholders in a professional or academic setting. • Project Management and/or assisting in the development of new resources, tools, or changes to a product or system. <p>IT (candidates must have experience in at least two of the following):</p> <ul style="list-style-type: none"> • Using a customer service ticketing or software development management tool (such as Salesforce Cases or Jira). • Use of Salesforce (or an alternative CRM) as an Administrator or Super User. • Advanced use of spreadsheets and/or data analytics (through tools like Power BI or Tableau). • Product lead or oversight of a database, website, or organisation wide software application. <p>Communication:</p> <ul style="list-style-type: none"> • Communicating ideas and/or technical guidance to different groups of stakeholders, including giving presentations and individual consultations. • Writing reports and/or proposals. • Providing training or technical advice to colleagues and external stakeholders. 	Application form and interview
Knowledge	<ul style="list-style-type: none"> • An understanding of Data Protection/ GDPR principles 	Interview
Skills and Abilities	<p>Candidates must be able to demonstrate strong skills and abilities around:</p> <ul style="list-style-type: none"> • Problem solving • Numeracy • Computer literacy • Working well with others • Communication <p>Candidates must also be able to demonstrate how they are:</p> <ul style="list-style-type: none"> • Conscientious • Self-motivated and resourceful • Diplomatic, tactful, and respectful of others • Adaptable, including a willingness to take on and learn new software, systems, or approaches to work. 	Interview

35 hours per week (Monday to Friday) with some flexibility given and required. The role involves liaising with stakeholders around the world in different time zones (from the Americas to Asia Pacific). This means that, occasionally, attendance at early or late meetings will be needed.

Overtime is not payable, though hours worked over and above standard contract can be taken in lieu of payment (in line with policy). You will be required to complete a DBS check.

Must be willing and able to occasionally travel internationally.

The Foundation operates a flexible and hybrid working arrangement being UK based. Further details available on request.

Benefits (Some are applicable after probation period): 25 days annual leave (plus bank holidays), Private Medical Insurance, Death in service payment of 4x salary, Healthcare Cash Plan, Joint Contribution Pension Scheme, Salary Sacrifice Schemes

