



Operations Administrator

Location:	Award House, London (Hybrid)
Reports to:	Licensing and Compliance Manager
Contract:	Full time
Salary:	£25,670

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 and territories, 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)



*Gold level only

THREE LEVELS

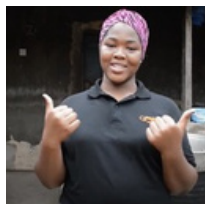


WHERE IS THE AWARD DELIVERED?

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 and territories. Find out more below.



WATCH: Mental and Physical Health, Trinidad and Tobago

WATCH: Blind Boys' Academy, India



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



WATCH: The Award in Zambia: Plan, Do and Review



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 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: Operations Administrator
Location: Award House, London (Hybrid)
Reports To: Licensing and Compliance Manager

Summary of Role

The Operations Administrator will work closely with the broader Operations team to provide centralised communication and administrative support, and effective coordination across all aspects of the work of the Operations team.

As this role is central to the work of the Operations team, the person will need to be proactive, organised, and able to juggle multiple tasks and deadlines. As well as being the key link between the Operations team and the Research and Communication teams, they will need to be able to work well with the wider organisation and provide excellent customer service to a variety of stakeholders globally. A key focus of the role will be to ensure data accuracy across a variety of platforms, drafting and coordinating centralised communications with Operators, and support reporting on the activities of the Operations team. The successful candidate will not only have strong administrative skills and experience but will also have strong experience within communications and/or research.

Key Responsibilities

Communications:

- Coordinate central communications for all Operators including production of newsletters, sharing Award Community updates and annual reminders.
- In conjunction with the relevant Senior Manager, plan and deliver the annual communications calendar for each Operator.
- Being the key link between the Operations and Communications teams.

Centralised administration:

- Alongside colleagues, provide administrative services to the Operations team responsible for the management of all Operators.
- Maintain and report on the Annual Operations Calendar.
- Coordinate Operations team meetings.

Data/reporting:

- Ensure data accuracy across various platforms, including but not limited to Salesforce, our website, and the Award Community (our online learning platform).
- Manage the structure and storage of records on the Shared Drive for the Operations team.
- Produce and share regular reports with the Operations Team and the wider Foundation.

Licensing & quality:

- Fulfil the role of lead reviewer on licence reviews for all Operators.
- Support the Licensing team with coordination of licence reviews for all operators.
- Support the onboarding of new Operators including, but not limited to, issuing licence certificates.

- Support coordination of annual policy review.
- Support coordination of the Operator Annual Reporting process.
- Manage the coordination of the external activity provider processes and ensure the published list is accurate and up to date.

Operations/programme/growth:

- Support Operations Managers to process Award authorisations for IACs.
- Support the administration of Operator events including centralised coordination activities such as setting up virtual meetings, producing event calendars etc.
- Research new prospect Operating Partners.
- Support with the coordination of the three funds grants.
- Support the administration of training events including processing applications, updating dashboards and releasing certificates.

Misc:

- Provide support to the Research team through monthly management of the outcomes research survey results.
- Being the key link between the Research and Operations team.
- 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>Demonstrable experience in an administrative role with multiple stakeholders.</p> <p>Experience of collecting, collating and reviewing quantitative and qualitative data.</p> <p>Experience of drafting reports and/or briefing documents.</p> <p>Experience of online tools, communication and social platforms.</p> <p>Experience of managing supportive relationships with stakeholders.</p>	Application form and interview
Knowledge	<p>Knowledge of clerical and administrative procedures and systems such as filing, record keeping, report writing.</p> <p>Cultural intelligence.</p>	Interview
Skills and Abilities	<p>High level of written and verbal communication skills.</p> <p>Fluency in English.</p> <p>Strong organisational and project management Skills.</p> <p>Computer literate. Experience of Microsoft Office Suite Excellent customer service skills.</p> <p>Excellent attention to detail – able to spot errors and produce high quality work.</p> <p>Strong problem solving and listening skills to help build a rapport with stakeholders and gain key information quickly.</p>	Interview

35 hours per week (Monday to Friday) with considerable flexibility required, given the global nature of our operations. Must be willing to travel on behalf of the Foundation, sometimes with multiple overnight stays.

Overtime is not payable, though hours worked over and above standard contract can be taken in lieu of payment (in line with policy).

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.

This job is unlikely to attract a Tier 2 Certificate of Sponsorship (formerly a work permit). Applications from candidates who require Tier 2 immigration status to work in the UK may not be considered if there are a sufficient number of other suitable candidates. To apply for a Tier 2 Certificate of Sponsorship, employers need to demonstrate that they are unable to recruit a resident worker before recruiting an individual overseas.

