



Operations Manager

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|--------------------|---------------------------|
| Location: | Remote (EU time-zone) |
| Reports to: | Senior Operations Manager |
| Contract: | Full time |
| Salary: | £37,943 |

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

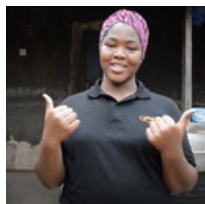


WHERE IS THE AWARD DELIVERED?

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 Manager
Location: Remote (EU time-zone)
Reports To: Senior Operations Manager

Summary of Role

The role of the Operations Manager is to support the delivery and growth of the Award through provision of guidance and support to a cohort of existing Operators – a network of local, regional and national organisations around the world, licensed directly by the Foundation to deliver or manage the Award.

The primary focus of the role will be to grow participation in the Award and to ensure compliance with licence requirements.

The role provides support and operational advice to existing Operators, across the world, ensure access to and uptake of Foundation tools and resources, whilst supporting and sharing best practices across the network.

Where required there will also be a new business development aspect to the role.

Key Responsibilities

- Supporting operators to ensure their continued growth and sustainability.
- Support the delivery and management of a high-quality Award programme, that meets international standards, across a portfolio of Operators.
- Ensure effective and consistent day to day contact and support for Operators ensuring high levels of customer service.
- Induct and provide ongoing operational support to staff and volunteers in Operators
- Work with staff and volunteers of Operators to develop practical solutions to maintain and continually improve the quality of Award programme delivery, including approaches to increase levels of participation and completion.
- In partnership with the Licensing Manager and other colleagues schedule and conduct compliance and licence reviews of Operators in accordance with licensing requirements
- Actively promote the benefits of the Award (and non-formal education and learning), representing the Award and Foundation at relevant events (virtual and in person)
- Where required recruit, licence and induct new Operators to grow the Award.
- Provide support for, delivery and facilitation of training, with the Learning & Development team.
- Actively promote and support the adoption of the Foundation's digital platforms
- Ensure engagement, in global campaigns to promote the Award.
- Ensure brand compliance across all Operators.
- 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>Experience in the training, coaching and facilitation of adults</p> <p>Experience of providing strategic support in a volunteer NGO environment</p> <p>Experience of providing customer account management support</p> <p>Experience of building and maintaining excellent client relationships</p> | Application form and interview |
| Knowledge | <p>Knowledge of The Award</p> <p>Cultural intelligence</p> | Interview |
| Skills and Abilities | <p>Able to demonstrate leadership and decision making skills</p> <p>Able to organise and plan effectively</p> <p>Ability to communicate and network effectively at all levels and across a wide variety of cultures</p> <p>Ability to work with a diverse range of stakeholders – demonstrable cultural dexterity</p> <p>Ability to work collaboratively and as a team member</p> <p>Ability to work alone, on own initiative, manage time, prioritise workloads, work under competing pressures and to deadline</p> | Interview |

| | | |
|-----------------------------|---|-----------|
| Skills and Abilities | A demonstrable focus on results and targets Self-supporting administratively, computer literate. Experienced user of MS Office Suite and Salesforce or equivalent CRM Demonstrable coaching, facilitation and problem-solving skills Ability to communicate both verbally and in writing in English at business level | Interview |
|-----------------------------|---|-----------|

Full time role working predominantly Monday to Friday but with considerable flexibility required since this role involves supporting volunteers.

Must be willing and able to travel internationally on behalf of the Foundation, with 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)

The Foundation operates a flexible and hybrid working arrangement enabling staff to work where they are most effective. Further details available on request.

