

Role Profile

Job Title:	Operations Manager
Location:	Flexible
Reports to:	Global Operations Director
Contract:	Fixed term contract of up to five years (funding dependent)

Summary of Role

Operations Managers reports to one of two Global Operations Directors or the Head of Operational Support. The person will work closely with the broader Operations teams to develop the Award, improve operational support and in particular increase participation through existing Operators and the recruitment of new Operators (new business development).

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

The focus of the role will be to grow participation in the Award by providing support and operational advice to our Operators and to ensure compliance with licence requirements. An understanding of the environment in this area is desirable and flexibility to work within the relevant timezone is essential.

A significant proportion of the role will entail new business development by identifying new partners with which we can work (to ensure as many young people as possible are able to participate in the Award).

Key Responsibilities

- 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.
- 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 team 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), recruit, licence and induct new Operators to grow the Award
- Induct and provide ongoing operational support to staff and volunteers in Operators, including delivering and facilitating training
- Actively promote and support the adoption of the Foundation's digital platforms
- Ensure engagement in global campaigns to promote the Award and 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	DESIRABLE	HOW IDENTIFIED
Qualifications	<p>Educated to degree level or equivalent work experience</p> <p>Evidence of continuous professional development (CPD)</p>	Achieved Bronze, Silver or Gold Duke of Edinburgh's International Award	Application Form & Qualification Certificates
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 Salesforce or similar customer management tool</p> <p>Experience of building and maintaining excellent client relationships</p>	<p>Experience of volunteering with or being employed by The Duke of Edinburgh's International Award</p> <p>Previous experience of working in a youth development organisation</p> <p>Experience of managing youth programmes and project management</p>	Application Form & Interview
Knowledge	<p>Knowledge of The Duke of Edinburgh's International Award</p> <p>Cultural awareness and sensitivity</p>	Knowledge of Non-Formal Education and Learning in a youth development setting	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 operational and Board level 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>	Project management skills	Interview

	<p>Ability to work alone, on own initiative, manage time, prioritise workloads, work under competing pressures and to deadlines.</p> <p>A demonstrable focus on results and targets</p> <p>Self-supporting administratively, computer literate. Experienced user of MS Office Suite</p> <p>Demonstrable coaching, facilitation and problem-solving skills</p> <p>Ability to communicate both verbally and in writing in English at business level.</p>		
<p>Circumstances</p>	<p>Full time role working predominantly Monday to Friday but with considerable flexibility required since this role involves supporting volunteers.</p> <p>Must be willing and able to travel internationally on behalf of the Foundation, with overnight stays.</p> <p>Overtime is not payable, though hours worked over and above standard contract can be taken in lieu of payment (in line with policy)</p> <p>Benefits will be in accordance with the current policies of the Foundation and may be dependent on location.</p>		