



Operations Officer (Licensing and Compliance)

Location: Remote, UK

Reports to: Senior Licensing and Compliance Manager

Contract: 1 year Fixed Term Contract

Salary: Dependant on candidate's location

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 130 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.

Participant numbers

1,151,012

Award participants in 2023



supported by 169,860 adults : 98% of whom are volunteers



Operators

62

National Award Operators

465

Independent Award Centres

3

Operating Partners



256,167 Awards were gained



6 million+ hours of volunteering, physical activity, and Skills achieved in 2023

Social Impact



\$1,408 million USD (£940m) of global social value across more than 120 countries and territories.



And with a projected future global social value of **\$3,712 million USD** (£2,477m).

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

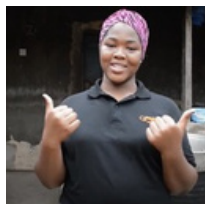
	BRONZE Aged 14+, 6 months min
	SILVER Aged 15+, 12 months min
	GOLD Aged 16+, 18 months min

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 130+ 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



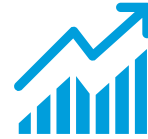
76%
are more
confident



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 Officer (Licensing and Compliance)
Location Remote, UK
Reports To: Senior Licensing and Compliance Manager

Summary of Role

The role of the Operations Officer (Licensing and Compliance) is to support the coordination, development and delivery of licensing and compliance processes and procedures across the Award Association.

The Operations Officer (Licensing and Compliance) will assist the Senior Licensing and Compliance Manager and other members of the Operations Team to ensure that, through the consistent and proactive use of standards, policies and quality assurance processes, backed up by effective licensing, the intellectual property and good reputation of the Duke of Edinburgh's International Award is effectively protected.

The role will work closely with Operations Directors and Operations Managers to assist predominantly with compliance management for all Award Operators, including National Award Operators (NAOs), Operating Partners (OPs) and Independent Award Centres (IACs).

Key Responsibilities

- Assist Operations Managers and the Senior Licensing and Compliance Manager with NAO, IAC and OP licence reviews/compliance checks including but not limited to providing administration support, drafting content where required and reviewing reports.
- Assist the Senior Licensing and Compliance Manager with issuing of and drafting correspondence in relation to all licence documentation (terminations, licence extensions, agreements, and certificates etc).
- Assist the Senior Licensing and Compliance Manager and Operations Managers with the ongoing compliance management process for NAOs and OPs.
- Review policies and operational procedures submitted by Operators to ensure they are compliant with the International Award Foundation (IAF) standards and provide feedback/guidance where necessary.
- Assist the Licensing and Compliance Manager to disseminate information regarding licensing and quality assurance processes to Foundation colleagues, and to the wider Association when appropriate.
- Fulfil the role of lead reviewer on licence reviews for all Operators as required.
- Assist, where necessary, the development and maintenance of key Award Foundation and Association policies, including periodic reviews and updates where necessary.
- Assist with ad hoc projects as required.

CRITERIA	ESSENTIAL	HOW IDENTIFIED
Experience	<p>Experience in providing key assistance to a whole team and step in when needed.</p> <p>Experience in database management and use of contact management systems (ideally Salesforce)</p> <p>Practical experience of organisational governance (systems, processes and practice)</p> <p>Track record of working in under own supervision, with the ability to multi-task and escalate relevant issues where needed</p>	Application and interview
Skills and Abilities	<p>Proven project management skills</p> <p>Ability to maintain confidentiality and work within protocols and procedures</p> <p>Analysis, problem solving and conflict management skills</p> <p>Financial literacy and basic bookkeeping skills</p> <p>Meticulous attention to detail and excellent organisational skills</p> <p>High level of written and verbal communication skills. Fluency in English</p> <p>Computer literate. Experienced user of MS Word, Excel and PowerPoint.</p>	Interview
Personal Attributes	<p>Proactive, results-oriented, and able to work independently as well as part of a team.</p> <p>Ability to work accurately and effectively under pressure of strict deadlines, prioritising and manager workload, and exercise excellent judgment and decision making.</p> <p>Flexible, with a positive attitude and willingness to contribute to broader team activities.</p>	Interview



General Information

35 hours per week (Monday to Friday) worked flexibly and will include some travel, evenings and weekends.

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 enabling staff to work where they are most effective. 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