



Operations Officer (Licensing and Compliance)

Location: Flexible, UK

Reports to: Senior Licensing and Compliance Manager

Contract: 6 months, Fixed Term Contract

Salary: £30,853

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.

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

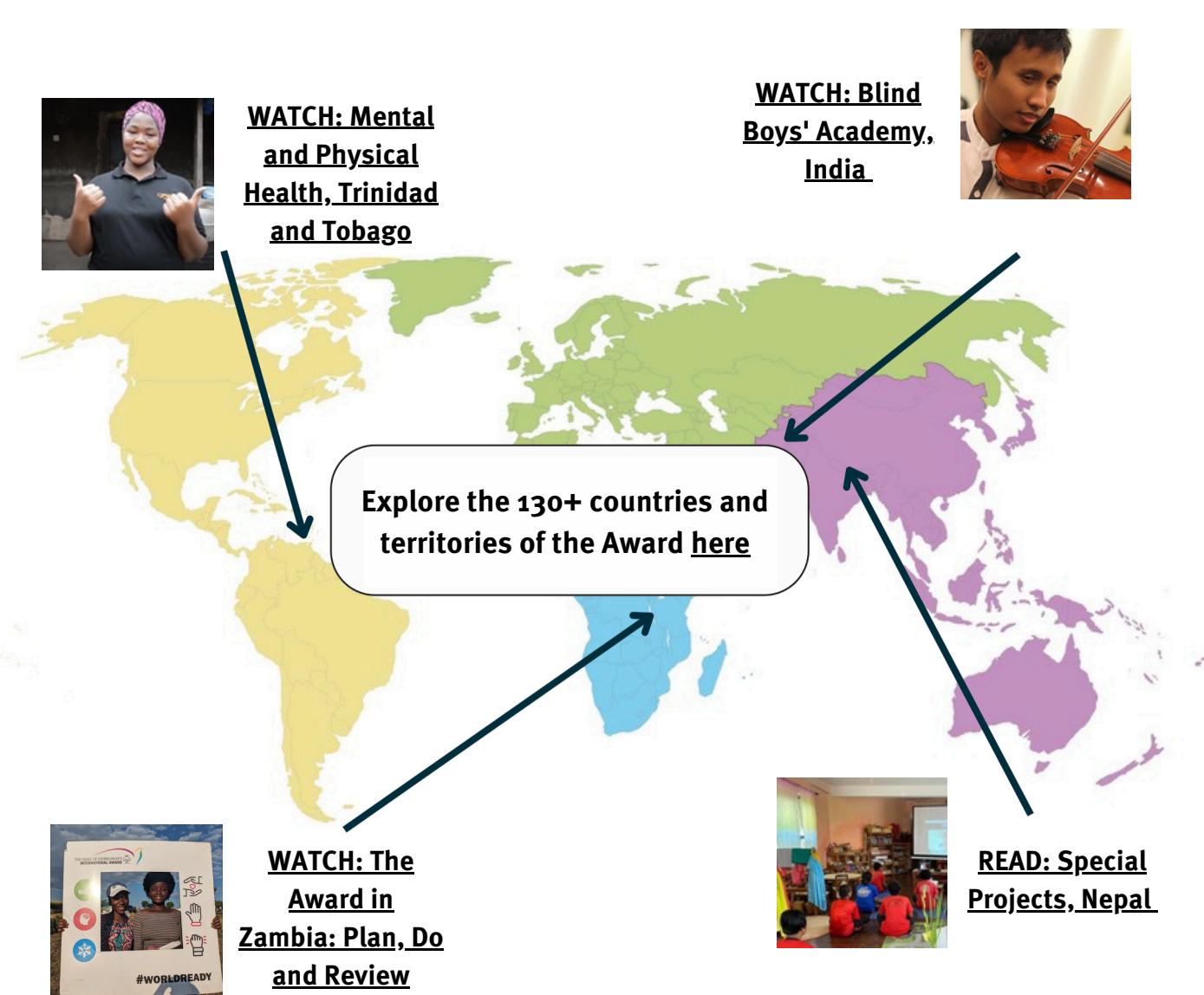


WHERE IS THE AWARD DELIVERED?

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 130 + countries and territories. Find out more below.



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 130 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. During 2024/25, the Award reached a Global Social Value of £1 billion; a £60 million increase in just one year.

The impact of the Award:

 Global Social Value of £1 billion

 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



The Award in Numbers

2024/25

1,196,751

Award Participants in 2024



That's +45,739 more young people reached this year!

272,038

Awards gained

+15,871 more than in 2023

**6.5 million
hours**

of voluntary service for communities

+500,000 more hours

£1 billion

of global social value generated

+£60m more in just one year



OUR GLOBAL FAMILY

139

Countries and Territories

22,639

Centres delivering the Award

175,539

Adults supporting young people in their journeys



FUNDRAISING ACHIEVEMENTS

£9.8 million

pledged to the Founder's Fund

£2.5 million

donated by the World Fellowship directly to the Foundation, and a further £269,000 donated for National Award Operators

£463,000

received from corporate partners



PARTICIPANT IMPACT

79%

feel more confident

84%

are more resilient

86%

have stronger problem-solving skills

86%

have improved teamwork skills

83%

are better at understanding others' perspectives

84%

value contributing to their community

85%

feel more capable of setting and achieving goals

Role Summary



Job Title: Operations Officer (Licensing and Compliance)

Location: Flexible, UK

Duration: Fixed Term Contract (6 months)

Reports To: Senior Licensing and Compliance Manager

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Summary of Role

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

The Operations Officer (Licensing and Compliance) will support 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, Operations Managers and the Foundation Finance Team to support licensing of Operators.

Key Responsibilities

- Processing, in liaison with relevant Operations Team colleagues, new licence applications from Independent Award Centres (IACs), including due diligence and database management.
- Lead on the management of the IAC Compliance Check schedule and surrounding processes including regular communications with relevant Operations Managers.
- Coordinate the ongoing compliance management process for IACs.
- Provide support to the Senior Licensing & Compliance Manager with processes related to the compliance for National Award Operators (NAOs) and Operating Partners (OPs).
- Support 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).
- Support the Senior Licensing and Compliance Manager to disseminate information regarding licensing and quality assurance processes to Foundation colleagues, and to the wider Association when appropriate.
- Support with ad hoc projects, as required.

CRITERIA	ESSENTIAL	HOW IDENTIFIED
Experience	<p>Practical experience of organisational governance (systems, processes and practice).</p> <p>Experience in database management and use of contact management systems (ideally Salesforce).</p> <p>Experience of delivering tasks as part of a wider team, delivering required outputs to a high quality within deadlines.</p> <p>Good knowledge of efficient administrative practice and procedure.</p> <p>Basic knowledge of quality management systems and processes.</p>	Application and interview
Skills and Abilities	<p>Proven project management skills</p> <p>Ability to work within protocols and procedures, and maintain confidentiality as needed</p> <p>Ability to problem-solve and work with others in a team to develop solutions.</p> <p>Strong attention to detail, excellent organisation skills and proven ability to meet deadlines.</p> <p>Strong interpersonal skills – including good cultural intelligence and an ability to work in a multi-country context</p> <p>Ability to work under own supervision, with the ability to multi-task and escalate relevant issues where needed</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>	Application and 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