



Administration Officer

Location: Southwark, London (Hybrid)

Reports to: EA to CEO/Administration Lead

Contract: Permanent

Salary: £26,940 per annum

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.

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

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



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Summary of Role

The Administration function provides high-quality, proactive administrative support across the organisation. Working as part of a small team, the Administration Officer roles ensures efficient coordination, accurate record-keeping, and timely administrative processes that enable departments to operate effectively and collaboratively.

The role is designed to be flexible and responsive, supporting multiple teams at any one time and contributing to a resilient centralised administration model.

Key Responsibilities

- Provide proactive administrative support to multiple allocated teams, ensuring effective coordination, organisation, and timely delivery of activities.
- Coordinate diaries, meetings, and events, including preparing agendas, circulating papers, and recording actions and notes as required.
- Act as a professional first point of contact for internal and external administrative enquiries, managing communication efficiently and escalating where appropriate.
- Prepare, collate, and quality-check papers, reports, and presentations for internal meetings, senior leadership and Association forums.
- Maintain accurate and secure records and filing systems in line with organisational policies, data protection, and information governance requirements.
- Use organisational systems effectively and support departmental compliance with internal policies, controls, and procedures.
- Work collaboratively within the Central Administration team to provide cover, balance workloads, and support wider organisational priorities.
- Contribute to continuous improvement of administrative processes and ways of working across the or Foundation.

CRITERIA	ESSENTIAL	HOW IDENTIFIED
Experience	Experience in an administrative or coordination role, ideally supporting multiple stakeholders. Confidence using Microsoft Office applications and digital collaboration tools. Experience using CRM databases. Experience supporting senior managers and key stakeholders	Interview and written task
Skills and Abilities	Excellent organisational skills, with the ability to prioritise and manage competing demands. Strong written and verbal communication skills. High level of attention to detail and accuracy. Ability to work collaboratively as part of a team, with a flexible and solutions-focused approach.	Interview and task
Knowledge	Good knowledge of efficient administrative practice and procedure. Cultural intelligence.	Interview
Personal Attributes	Proactive, results-oriented, and able to work independently as well as part of a team Highly organised self-starter, with the ability to manage multiple design projects and deadlines simultaneously Flexible, with a positive attitude and willingness to contribute to broader organisational activities.	Interview



General Information

35 hours per week (Monday to Friday), minimum 2 days required in the office.

The role involves liaising with stakeholders around the world in different times zones (from the Americas to Asia Pacific). This means that, occasionally, attendance at early or late meetings will be needed. Ad-hoc travel possible.

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

Benefits to be discussed during interview.

Must have appropriate rights to work and live in the UK for the duration of the contract.