Business Support Officer

Location: Southwark, London (Hybrid)

Reports to: Administration Lead

Contract: Permanent

Salary: £30,280 - £33,745 per annum

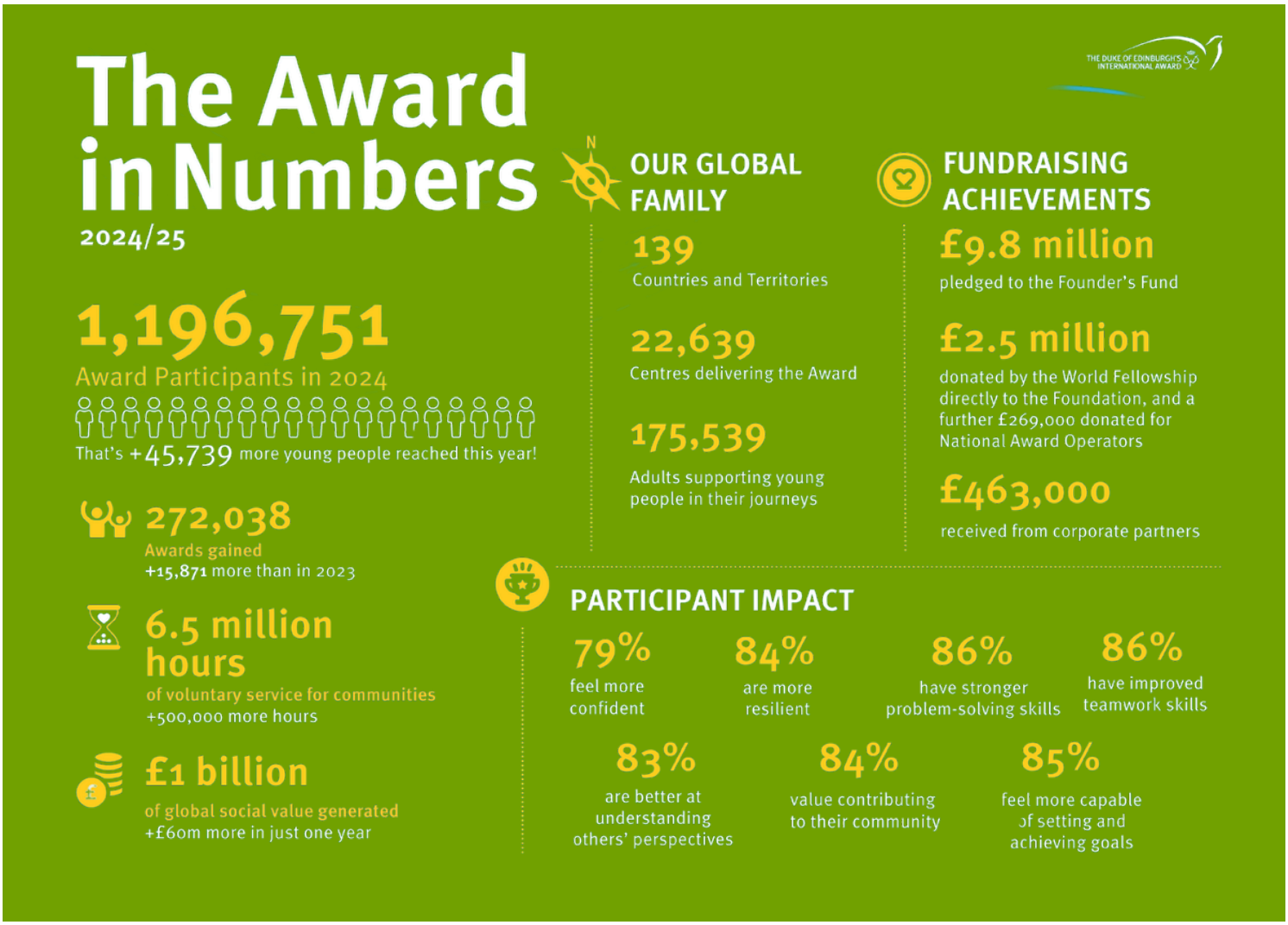
THE DUKE OF EDINBURGH'S INTERNATIONAL AWARD

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 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.

WATCH: Mental and Physical Health, Trinidad and Tobago

WATCH: Blind Boys' Academy, India

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 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:

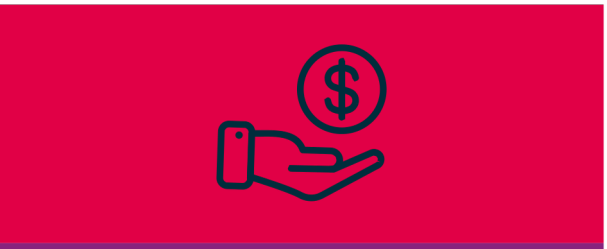
- raising and granting funds to scale up operations and increase diversity, equity and inclusion
- campaigning to raise the profile of non-formal education and learning
- broadening our network of volunteers, operators and digital systems
- ensuring participation is affordable for all

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. 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

THE AWARD IN 2025

AS A RESULT OF DOING THE AWARD...

86% felt inspired

88% are more confident

90% are more determined

89% are more resilient

90% now see challenges as opportunities to develop

BUILDING POSITIVE HABITS

89% improved their fitness

88% now plan to participate in regular physical activity

82% now plan to volunteer regularly

81% now plan to participate in regular skill development

BROADENING HORIZONS

96% tried something new

89% see the importance of contributing to their community

91% improved their teamwork skills

89% are better at seeing other people's point of view

86% 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

*Survey of 2,738 responses from 37 countries, between January 2023 and December 2023

Role Summary

Job Title: Business Support Officer
Location: Southwark, London (Hybrid)
Reports To: Administration Lead

Summary of Role

The Business Support Officer provides high-quality executive and organisational support as part of the Foundation's central Administration function. The role acts as Executive Assistant to the Deputy Secretary General, deputises for the Executive Assistant to the Secretary General when required, and supports effective administration across the Foundation.

The role also has a particular responsibility for improving administrative processes, using automation, AI and digital tools to reduce repetitive work and make processes simpler and more effective.

We are looking for an excellent administrator who has already demonstrated practical ability to build or configure automation or AI-enabled solutions and wants to develop this capability further.

Key Responsibilities

Executive and organisational support

- Provide proactive executive support to the Deputy Secretary General and deputise for the Executive Assistant to the Secretary General when required.
- Coordinate diaries, meetings and events, including papers, decisions, actions and follow-up.
- Provide high-quality administrative support to allocated teams and wider organisational priorities.
- Prepare and quality-check papers, presentations, correspondence and other materials.
- Act as a professional first point of contact for internal and external enquiries, including senior stakeholders and VIPs.
- Maintain accurate and secure records and use organisational systems in accordance with relevant policies and requirements.
- Work collaboratively across the Administration team, providing cover and supporting a resilient central service.

Process improvement, automation and AI

- Identify repetitive or inefficient administrative processes and develop practical improvements, prioritising opportunities according to their likely benefit, complexity and risk.
- Build and configure automated workflows and AI-enabled tools that reduce manual work and improve consistency.
- Use tools such as Microsoft Power Automate, Copilot Studio or equivalent platforms to develop practical solutions.
- Test and document new workflows, identifying errors or unintended consequences before wider adoption.
- Ensure process improvements are appropriately managed through communication and engagement.
- Help colleagues adopt improved processes and digital tools, providing practical support where required.
- Identify opportunities to use emerging and existing technology to improve administrative effectiveness.
- Ensure automation and AI are used responsibly, with appropriate regard to confidentiality, data protection, information security, accuracy and human oversight.

CRITERIA	ESSENTIAL	HOW IDENTIFIED
Experience and Knowledge	• Experience in executive support, administration, coordination, operations or a comparable business-support role, including supporting senior stakeholders. • Demonstrable experience of improving an administrative or business process using technology. • Experience of personally building or configuring at least one automated workflow, AI-enabled tool or comparable digital solution. • Confidence using Microsoft 365 and organisational systems such as CRM or document-management platforms, with the ability and willingness to learn new digital tools. • Understanding of confidentiality, data protection, information security, accuracy and human oversight when using digital tools.	Interview and task
Skills and Abilities	• Excellent organisation, communication and attention to detail, with the ability to manage competing priorities. • Problem-solving skills, with the ability to take a practical and proportionate approach to resolving issues. • Ability to understand an end-to-end process analyse how a process works, identify unnecessary manual activity, duplication or control weaknesses, and develop a practical improvement. • Sound judgement, discretion and confidence when dealing with senior internal and external stakeholders.	Interview and task
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 projects and deadlines simultaneously • Flexible, with a positive attitude and willingness to contribute to broader organisational activities.	Interview

Officer-level competencies

In line with the Foundation's agreed Officer competency framework, the postholder is expected to:

- Deliver operational and technical work accurately and efficiently;
- Apply agreed frameworks, processes and quality standards consistently;
- Maintain accurate data, records and documentation;
- Provide practical, delivery-focused support to colleagues;
- Communicate clearly and professionally, escalating issues appropriately;
- Identify errors, gaps and emerging risks and raise them promptly;
- Manage workload responsibly and meet agreed deadlines;
- Develop their skills and expertise through feedback and learning;
- Work collaboratively and contribute to an inclusive working environment;
- Demonstrate reliability, integrity and accountability; and
- Support the Foundation's safeguarding culture.

We are interested in what candidates have built and the problem it solved, rather than experience of any particular platform. Simply using AI or Microsoft 365 tools as an end user would not, by itself, meet the automation requirement.

Our values

The postholder is expected to work in accordance with the Foundation's values, demonstrating empowerment and accountability, inclusion, learning and improvement, connection to people's needs, partnership and a belief in young people.

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.