

Role Profile

| | |
|-------------|--|
| Job Title: | IAC Operations Manager (Maternity Cover) |
| Location: | Negotiable – reliable internet required and an access to a major international airport |
| Reports To: | Senior Operations Manager, Operations |
| Salary: | Consummate with the local market conditions |

Summary of Role

The role of the Operations Manager is to support the delivery and growth of the Award through provision of guidance and support to our existing and new Independent Award Centres (IACs) – a network of individual schools/youth organisations around the world, licensed directly by the Foundation to deliver the Award programme to their youth membership.

The focus of the role is to manage and ensure compliance with licence requirements by new and existing IACs, provide support around the principles and requirements of the Award programme and help to support the development of the Award globally by testing new ways of managing Award units.

Using effective research techniques, the role incumbent will also identify prospective new IACs to run the Award, leading to recruitment and development of new IACs across their allocated region.

Key Responsibilities

- Support the delivery of a high quality Award programme that meets international standards, across IACs in a particular region.
- Ensure effective day-to-day contact and support for IAC, and stakeholders in the region.
- Work with IAC to develop strategies to maintain and continually improve the quality of Award programme delivery, including strategies to increase levels of participation and completion.
- In consultation with the Licensing and Compliance Manager, schedule and conduct compliance licence reviews of IACs in accordance with licensing requirements, and in line with team processes
- In conjunction with the rest of the Operations team, actively recruit and license new IACs
- Induct and train staff and volunteers in IACs, in partnership with the other relevant staff members and volunteer trainers.
- In conjunction with the wider Foundation team, deliver training courses for IAC representatives according to the training framework, and conduct quality assurance checks on training delivery.
- Contribute to the development of IAC specific learning materials for the Award's online learning platform

- Acting as a system super user, provide Online Record Book (ORB) training and troubleshooting services and support to IACs.
- Be responsible for the planning, promotion and management of regional IAC events in the representative region.
- Carry out Award authorisations through the ORB, as according to team allocations and within the specified timeframe.
- Manage the database of IACs in the representative region and update contacts on the website.
- Undertake any other reasonable duties, as required for the successful delivery of team 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> | <p>Professional qualifications in teaching and/or youth work or a related field</p> <p>Achieved Bronze, Silver or Gold Duke of Edinburgh's International Award</p> | <p>Application Form & Qualification Certificates</p> |
| Experience | <p>Experience of volunteering with or being employed by The Duke of Edinburgh's International Award</p> <p>Experience in the training of adults and leaders</p> <p>Experience of Salesforce or similar data management tool</p> <p>Experience of building and maintaining excellent client relationships</p> | <p>Previous experience of working in a youth development organisation</p> <p>Experience of managing youth programmes and project management</p> | <p>Application Form & Interview</p> |
| Knowledge | <p>Knowledge of The Duke of Edinburgh's International Award</p> <p>Cultural awareness and sensitivity</p> | | <p>Interview</p> |
| 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 all levels</p> <p>Ability to work with a diverse range of stakeholders</p> <p>Ability to work collaboratively and as a team member</p> <p>Ability to work alone, on own initiative, manage time, prioritise workloads, work under competing pressures and to deadlines</p> <p>Computer literate. Experienced user of MS Word, Excel and PowerPoint.</p> | <p>Project management skills</p> | <p>Interview</p> |

| | | | |
|----------------------|--|--|--|
| | | | |
| Circumstances | <p>Full time role working Monday to Friday with some flexibility required on or around the lead up to regional events.</p> <p>Must be willing to travel on behalf of the Foundation, sometimes with overnight stays. 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 local customs and legislative requirements.</p> | | |