



**Job applicant
information pack**

Administrative Assistant

Developing young people for life and work

The Duke of Edinburgh's Award

The Duke of Edinburgh's Award (DofE) is a world leading youth charity which gives all 14-24 year olds the chance to develop skills for life and work. We engage, inspire and empower over 300,000 young people a year across the UK and from every possible background.

The DofE Award is a game-changer. We know that perseverance and passion for long-term goals is linked to success in education, life and work. Our structured programme of volunteering, physical and skills based challenges inspire, guide and support young people to achieve.

We believe that anything is possible and the possibilities are endless. The positive effects of the DofE are proven and far-reaching. Communities are enriched with passionate and driven volunteers, businesses benefit from work-ready, competent recruits and young people are given the confidence to shine.

Our Vision is:

To reach more young people from diverse backgrounds and equip them to succeed in life.

Our Mission is:

To inspire, guide and support young people in their self-development and recognise their achievements.

Our Values are:

- Together we have passion:** We have strong belief in our Vision, Values and Mission; we care about the cause; we care about the results of our actions; we want to make a positive difference.
- Together we are ambitious:** We are driven; we are achievement focussed; we have a desire to succeed.
- Together we are better:** Together we are greater than the sum of our parts; we achieve more by collaborating with colleagues.
- Together we demand quality:** We will be and do our best; we expect maximum individual commitment and performance; each of us will make a positive difference.



Job title: Administrative Assistant

Hours: 35 hours/week, permanent

Location: Northern Ireland (Belfast)

Reports to: Office Manager

Summary and main purpose

This is an exciting time to be working for the DofE.

The Charity is undergoing significant development in many areas, increasing the engagement of disadvantaged young people with our programmes.

The Charity has grown consistently over the past seven years and continues to invest in the development of the programmes and the infrastructure supporting them.

In Northern Ireland we have a Joint Award Agreement with Gaisce – The President’s Award which enables young people to have a choice of certification – a Duke of Edinburgh’s Award Certificate, a Gaisce – The President’s Award Certificate or a Duke of Edinburgh’s International Award Certificate.

The Administrative Assistant is responsible for providing administrative support to the Northern Ireland Regional Office.



Key purposes of the role

- To provide administrative support to the NI Office team.
- To be the first point of contact for the NI Regional Office, answering phone calls, dealing with enquiries and welcoming visitors.
- To support the administration training courses.
- To provide administrative support for expedition notification.
- To keep records updated.
- To provide administrative support for events.
- To support communications activity for the NI Office.

“My current role gives me an understanding of what participants go through working towards their Awards and the support that Leaders give the young people they work with. I made some great friends through doing my own DofE that I still have today and it was one of those things on my CV that helped me get into the university I wanted to go to.”

Pete Singleton

South East Regional Director

Key accountabilities

- DofE staff will ensure that all work undertaken focuses on the DofEs Mission and Vision. They will also adopt and consistently demonstrate the DofE's Values in all that they do.
- Staff the office phone and welcome visitors.
- Respond to general enquiries from the public and volunteers.
- Open and process all centrally received mail.
- Prepare mailings and label all outgoing post and prepare for posting.
- Keep the office and kitchen tidy in conjunction with colleagues.
- Maintain paper based and electronic filing systems.
- Update and maintain contact lists and databases; including training course records and Gold Award Presentations (GAPs).
- Support the administration of training courses.
- Provide administrative support for expedition notification.



- Maintain accurate records on eGAP, send congratulations letters to recipients and badges to Licensed Organisations.
- Undertake internet research for planned projects and initiatives in Northern Ireland.
- Support initiatives and projects and attend Northern Ireland and UK wide events as necessary.
- Ensure all office facilities are properly maintained.
- Verify Awards.
- Request Gaisce certificates etc and ensure accurate records are maintained.
- Ensure all Administrative Service Level Agreements are adhered to.

“As a Gold Award holder it is extremely rewarding to work with centres to offer the same life-changing opportunities that I received. I get to work with passionate and dedicated people who have the interest of young people at heart.”

Rachael Hewison
Operations Officer

The post holder will also:

- Contribute to achieving the overall objectives of the DofE Charity.
- Undertake any additional and ad hoc tasks as required.
- Participate in team meetings and other meetings as require.
- Participate in the supervision and appraisal process.
- Work within an equal opportunities framework.
- Adhere to all the DofE Charity’s policies, procedures and working practices.



Qualities and knowledge

Essential

- Educated to a higher grade, particularly in maths and English.
- Excellent administrative and organisation skills.
- Able to balance competing time pressures.
- Excellent attention to detail.
- Good IT Skills, including Outlook, Word and Excel.
- Proven data processing skills and using databases.
- Ability to process sensitive information and maintain confidentiality
- Experience of working in a busy office.

Desirable

- Knowledgeable of The Duke of Edinburgh's Award, Gaisce – The President's Award or The Duke of Edinburgh's Award.
- Experience of working with online databases and systems.
- Used to working within and measuring against strict process requirements.
- Experience of working in a busy office.
- Valid driving licence.

Personal qualities

- Conscientious, Integrity, patience, dependable.
- Ability to work under pressure and to use own initiative.
- Excellent attention to detail.
- Shows determination to complete a task.
- Ability to work flexibly and be adaptable.
- Ability to work as a team member.
- Enthusiastic and positive attitude.
- Enthusiastic and outgoing personality.
- Ability to manage own workload and prioritise tasks appropriately.
- Some flexibility as regards to hours worked including evening and weekends if required.
- Commitment to quality, continuous improvement, integrity and equal opportunities.

Skills

- Good written and oral communication skills.
- Excellent telephone manner.
- Ability to work under competing pressures and to deadlines.
- High level computer literacy.
- Excellent organisational skills and administrative abilities.

Measures of success

- A well-functioning tidy office, with current information readily available to staff.
- Office team well supported.
- Number of queries resolved within timeframes detailed in the Admin Service Level Agreements.
- Understanding and use of DofE brand guidelines in all work.



What is the DofE?

Anyone aged 14-24 can do a DofE programme at one of three progressive levels which, when successfully completed, leads to a Bronze, Silver or Gold Duke of Edinburgh's Award. There are four sections to complete at Bronze and Silver level and five at Gold. With assistance from DofE Leaders, young people will select and set objectives in each of the following areas:

- Volunteering:** undertaking service to individuals or the community. This cannot be for a business or family member but can be for a charity or for a not-for-profit organisation. Examples:
 - Raising money for a charity.
 - Being a football coach.
 - Helping at an after-school club.
- Physical:** improving in an area of sport, dance or fitness activities. Examples:
 - Joining a local athletics club.
 - Improving their martial arts skills.
 - Taking weekly dance lessons.
- Skills:** developing practical and social skills and personal interests. Examples:
 - Learning how to juggle.
 - Improving musical skills.
 - Build a website, blog or video diary.
- Expedition:** planning, training for and completing a supervised adventurous journey as one of a team in the UK or abroad. It can be by canoe, kayak or boat; on foot; on horseback; by wheelchair or by bicycle.
- At Gold level, participants must do an additional fifth **Residential** section, which involves staying and working away from home doing a shared activity. Examples:
 - Assisting at a kids' summer camp.
 - Helping deafblind young people and adults to enjoy a holiday in France.
 - Joining a conservation camp.

DofE.org



