

Role Profile

Job Description:

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| Job Title: | Programme Research and Admin Support Officer |
| Location: | International Award Association (IAA), Award House, London SW1P 2JT |
| Reports To: | Head of Programme |

Summary and Main Purpose:

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| <p>The Research & Admin Support Officer provides advice on research issues and provides administrative support to the Head of Programme and members of the *Programme Team as and when necessary</p> <p>This role is responsible for the key areas of:</p> <ul style="list-style-type: none">• Providing general research for the *Programme scope of work• Co-ordinating and providing reports for research projects with external partners• Providing admin support to the Programme Team• Providing communications and development support to the Programme team, in collaboration with the Communications and Fund-raising Team <p>*Programme scope of work comprises 3 pathways:</p> <ol style="list-style-type: none">1. Extending the Award – Introduction of the Award to new countries and expansion in existing countries2. Developing Partnerships – Forming partnerships with like-minded youth organisations and agencies who will deliver the Award3. Assuring the Quality – Developing internationally consistent standards and practice |
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Key Accountabilities (KAs)

Research

- KA 01 Co-ordinate and report on a wide range of research projects as reflected in the annual *Programme team Workplan and in relation to the regional research projects in key countries;
- KA 02 Draft research specifications, agree the terms of reference for research, commission and project-manage research projects;
- KA 03 Produce both written and oral briefs for * programme team colleagues and the wider secretariat, based on reviews of research evidence;
- KA 04 Respond to external and internal research enquiries from Regional Directors and other colleagues, government departments, academics, local councils, regional development agencies and members of the public;

* Programme

- KA 05 Co-ordinate, report and advise on general research as reflected in the Extending the Award pathway task list ** and as advised by the Head of Programme.
- KA 06 Co-ordinate, report and advise on general research as reflected in the Developing Partnerships pathway task list ** and as advised by the Head of Operations.
- KA 07 Co-ordinate report and advise on general research as reflected in the Quality Assurance Pathway task list ** and as advised by the Programme Manager.
- KA 08 Support other internal programme projects and initiatives as required.

Communications

- KA 09 Support the *Programme Team to develop and maintain a strong relationship with key countries, through the Regional Directors, on communications issues, promoting best practice, and maintaining the IAA's brand image and associated licensing and other tools
- KA 10 Source international copy of programme issues and Key Result Areas (KRAs) for the International Award Association's (IAA) internal magazine, *Award World*, its monthly International Secretariat e-BRIEF and other publications to National Award Authorities and Independent Operators, in collaboration with the Communications Team and Regional Offices
- KA 11 Compile, edit, and submit monthly and other reports summarising Programme Team Office actions

General

- KA 12 Provide the *Programme Team Office with administrative support and assistance, including database management, capacity building and training materials audit et al to support the delivery of a high quality Award Programme
- KA 13 Undertake any additional duties for the 3 Pathways which are in line with the research aspects of this role and which have been agreed and approved in advance by the *Programme Team.

* Programme scope of work as noted in page 1

** See Separate Task List

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| <p>Essential Knowledge/Experience</p> <p>Degree or equivalent in appropriate discipline e.g. social research, planning, development, social studies.</p> <p>Range of general research experience which reflects the topics listed below:</p> <ul style="list-style-type: none"> • Social trends & demographic trends in youth development. • Quantitative & qualitative research methods. • Consultation methods. <p>Experience of web and other online research communications tools.</p> <p>Fluent in English and preferably knowledge of at least one other language.</p> <p>Sensitivity to broad spectrum of cultural traditions and attitudes.</p> <p>Evidence of self-sufficiency and use of initiative.</p> | <p>Desirable Knowledge/Experience</p> <p>Knowledge of the Award or any youth development programme</p> <p>Regional or International experience</p> <p>Experience in the voluntary/charity/NGO sector</p> <p>Experience in writing, co-ordinating and managing research briefs, publications and reports</p> <p>Experience in liaising with a broad spectrum of partners and stakeholders</p> <p>Able to work overseas and away from home</p> |
| <p>Skills</p> <p>Ability to undertake research and analytical tasks.</p> <p>Excellent customer service skills.</p> <p>Excellent written and oral communication skills.</p> <p>Proofreading skills.</p> <p>Computer literate.</p> <p>Organisational skills and able to multi-task.</p> | <p>Qualities</p> <p>Committed to quality, continuous improvement, integrity, excellence, and equal opportunities.</p> <p>Committed to youth engagement and empowerment.</p> <p>Willingness to help others and able to relate to others.</p> <p>Courteous, diplomatic and tactful.</p> <p>Resourceful and outgoing.</p> <p>Flexible; able to work on own or part of team Self-motivated and enthusiastic; a can-doer prepared to get involved in anything.</p> <p>Calm under pressure and deadline focused.</p> |
| <p>Competencies</p> <p>Outstanding attention to detail.</p> <p>Time management.</p> <p>Teamwork skills.</p> <p>Able to prioritise workload, work to deadlines and under pressure.</p> | <p>Measures of Success</p> <p>Providing research to the required standards and timeframes.</p> <p>Programme team research profiles, reports and databases and up to date (including key Award Country Profiles).</p> <p>Programme Team web pages, publications and reports are updated monthly.</p> <p>Provision of effective admin support for capacity building and training initiatives for the Programme Team.</p> |