

A photograph of two young children sitting at a wooden table. The child on the left is a girl with dark curly hair, wearing a dark blue jacket with white polka dots and a colorful beaded necklace. She has her arms raised in the air. The child on the right is a boy with dark curly hair, wearing a white sweater with a colorful pattern. He has a wide, joyful expression with his mouth open. On the table in front of them are several colorful stacking rings (yellow, orange, red, purple, blue), a pair of green plastic scissors, and a red block with the number '1' on it. In the background, there is a white door and a dark wall with several papers or drawings pinned to it.

Contract Governance Manager Contract Governance (Fixed Term)

JOB PACK

If you would prefer this read aloud, guidance is available [here](#).

OUR MISSION

Frontline is a charity with a mission to make life better for children at risk of harm, by improving the services that support them.

Hundreds of thousands of children experience or are at risk from abuse and neglect at home, sexual and criminal exploitation outside the home, and other harms. For these children, the right support and protection can make all the difference.

That's why we develop excellent practice and leadership in social work and other children's services. And we are cultivating innovative new approaches to child protection and driving positive systems change for children.

We are looking for enthusiastic individuals from a diverse range of backgrounds to join our organisation and contribute to our work to create lasting social change for children and families. At Frontline we do this while striving to achieve a culture of freedom and responsibility, and working to become a truly anti-racist organisation. Read on to find out more about our culture and what we are looking for in this role.



FREEDOM AND RESPONSIBILITY: OUR CULTURE

To achieve our best work as a charity, we need to both let go of control and expect much more of one another. If we can manage this feat, you will be surrounded by a team who can solve problems, speak with candour, communicate expectations and give one another the space and support to achieve fantastic results for children and families. This is what we call a culture of freedom and responsibility.

How do we make it happen? Freedom without responsibility results in chaos – confusion, frustration, a lack of accountability. Responsibility without freedom breeds a rigid focus on following rules and process, even when professional judgement and creativity would produce better results. It can result in people doing things right without doing the right thing. Because of this, we need to have huge levels of both freedom and responsibility. The most important word is not freedom, nor responsibility, but **and**.



DIVERSITY AND INCLUSION

Frontline is an employer that takes equal opportunity seriously and seeks to walk the talk.

We believe that the strongest performing teams have a lot of difference in them. Our employees come from a range of backgrounds and with various expertise. We are committed to anti-discriminatory practice and are actively seeking to bring people with different lived experiences into the organisation. According to our most recent demographic survey, 26% of our employees are from global majority backgrounds, 17% are disabled and 20% identify as LGBTQ+.

We are committed to being an actively anti-racist organisation. That means proactively tackling systems and structures that perpetuate and embed racism in our society.

We have a diversity and inclusion working group that includes employees from across all teams and levels including the people team and our senior leadership team. The group leads on recommendations for improvements in this area and implements initiatives to achieve equality for all.

We are committed to taking an inclusive approach to recruitment. We use a system called Pinpoint, which helps to remove bias from the selection process by anonymising applications. We ensure all of our employees have the relevant knowledge to support these aims. We design and deliver regular workshops and training around diversity, inclusion and belonging. We are proud to have won the ENEI Best Smaller Employer Award 2020.



OUR BENEFITS

We know that working here is more than just a job title. Our benefits are a way of recognising employees for the important work they all do.



Community

- Employee Affinity Groups (incl. LGBTQ+, Black Affinity Group, Global Majority, Disabled and Neurodivergent, Parenting Network)
- Employee Resource Groups (incl. D&I, Sustainability)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Fellowship after one year of service



Family

- Enhanced Occupational Maternity, Adoption, Paternity and Shared Parental leave policies
- Foster and kinship care policy – support and time off for training (up to 10 days)
- Time off for fertility treatment/IVF appointments



Flexible working

- Home-working around the needs of your role
- Flexibility around our core hours (10am-4pm)
- Mission aligned volunteering time (up to 3 days)



Learning and development

- CPD – L&D Calendar and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach
- Mentoring scheme for underrepresented groups



Holidays

- 25 days annual leave, plus bank holidays and office closure from 25 December to 1 January
- Holiday entitlement increases by one day every year after two years' service (up to max. 30 days)
- Buy up to five days annual leave a year



Health and well-being

- Employee Support Service – 24/7 confidential advice line and counselling
- Occupational Health support
- Life Assurance Scheme – death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Sabbatical after 3 years' service (up to 6 months)



Pay, pension and loans

- Transparent salary structure, job evaluation to ensure benchmarking and competitive pay
- Up to 8% employer pension contribution, via salary sacrifice
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

THE ROLE

Reports to:
Principal Contract Governance Manager

Salary:
£50,242.40 (£53,747.68 with London office allowance) plus competitive pension

Contract:
Full Time, 6-month fixed term contract.

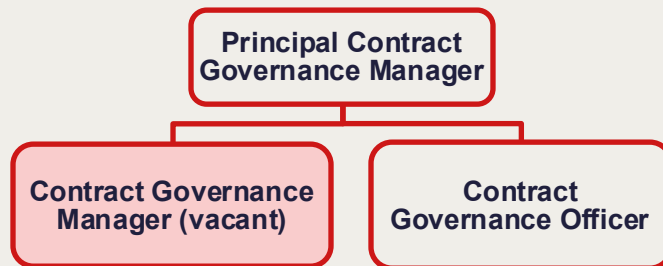
Location:
National, hybrid. If London-based, 2 days a week expected in our London Office.

Closing date:
1 June 2026: 9am

Interviews:
First round: Friday 5 June (online via Microsoft Teams)
Second round (task included): Tuesday 9 June (online via Microsoft Teams)



The team you will be working in:



The Contract Governance team helps Frontline deliver its mission by supporting the governance of Approach Social Work and other strategically important work, making sure decisions are clear, risks are understood, strategic partnerships work well, and colleagues have what they need to deliver lasting change for children and families.

This role is placed at a senior-manager banding to reflect the level of responsibility, autonomy and judgement required. This includes leading significant areas of contract governance, working with senior internal and external stakeholders, and deputising for the Principal Contract Governance Manager where appropriate. As part of the role, this may include line management responsibility for members of the Contract Governance team during periods of absence, parental leave or increased team need.

THE ROLE

Job description:

As Contract Governance Manager, you will play a central role in helping Frontline manage contract governance for Approach Social Work, our national social work training programme, and other strategically important work where relevant.

You will lead significant areas of contract governance, helping to make sure responsibilities are clear, risks are understood, decisions are well evidenced, and actions are followed through. Your work will focus on Approach Social Work, while also supporting other DfE-funded or government-funded contracts if they become part of the team's portfolio.

You will work closely with colleagues across Frontline to bring together information, support good decision-making and make sure the organisation is well prepared for important discussions with external partners, including the Department for Education.

You will need to understand the detail of contracts and programmes, while also seeing the bigger picture. This means translating complex information into clear advice, helping colleagues understand what needs to happen next, and making sure governance supports strong delivery rather than adding unnecessary process.

You will work closely with the wider Contract Governance team to make sure linked areas of work are joined up. You will also contribute to wider team priorities and ad hoc projects where your judgement, organisation and contract governance experience can help Frontline keep important work moving.

This role needs strong judgement, confident leadership, clear communication and excellent attention to detail. You will be trusted to take ownership of significant areas of work, work well with senior colleagues and external stakeholders, deputise for the Principal Contract Governance Manager where appropriate, and provide line management during periods of absence, parental leave or increased team need.

Good contract governance helps Frontline meet its responsibilities, work well with partners and deliver high-quality programmes for children and families. In this role, you will help make that happen in a practical, thoughtful and purposeful way.



THE ROLE

Key responsibilities:

Contract governance and oversight

- Lead key areas of contract governance for Approach Social Work and other strategically important contracts where relevant.
- Maintain a strong understanding of contractual responsibilities, reporting requirements, risks, decisions and actions.
- Make sure contract governance activity is clear, well organised and followed through across relevant teams
- Track key obligations, deadlines, dependencies and areas of risk, escalating issues or decisions at the right time.
- Support proportionate and practical governance, making sure processes help colleagues do important work well.

DfE and external stakeholder management

- Lead or support DfE-facing contract governance activity, making sure Frontline is well prepared for important discussions, updates and decisions.
- Build strong working relationships with external stakeholders, communicating clearly and professionally where issues are complex, sensitive or time-critical.
- Work with colleagues to make sure Frontline's position, evidence and next steps are clear before external meetings or submissions.
- Follow up external actions and decisions, making sure records are accurate and colleagues understand what needs to happen next.

Reporting, evidence and decision-making

- Prepare clear papers, briefings, updates and recommendations for senior colleagues and governance groups.
- Bring together information from across teams to provide a clear view of progress, risks, issues and decisions needed.
- Use contract information, data, evidence and professional judgement to support timely and well-informed decisions.
- Translate complex information into clear choices, helping colleagues understand implications and next steps.



THE ROLE

Key responsibilities (continued):

Risk, issue and change management

- Identify, track and escalate contract, delivery, partnership or governance risks at the right time.
- Work with colleagues to resolve issues practically and proportionately, keeping programme quality, contract responsibilities and Frontline's mission in view.
- Support contract changes, approvals, variations or related governance processes where needed.
- Help Frontline respond well to changing requirements, external developments and emerging risks.

Team leadership and collaboration

- Work closely with colleagues leading partnership, regulatory and approval activity to make sure linked areas of work are joined up.
- Deputise for the Principal Contract Governance Manager where appropriate, including representing areas of work in meetings, updates or governance discussions.
- Provide line management for members of the Contract Governance team during periods of absence, parental leave or increased team need.
- Support wider Contract Governance priorities and ad hoc projects where your judgement, organisation and contract governance experience can add value.
- Help colleagues understand contract requirements, governance processes and external expectations in a clear and practical way.
- Contribute to a team culture that is thoughtful, high-trust, evidence-led and focused on helping Frontline do important work well.

Continuous improvement

- Identify opportunities to make contract governance, reporting and relationship management simpler, clearer and more effective.
- Improve tools, trackers, meeting rhythms and ways of working where this helps colleagues make better decisions or deliver more confidently.
- Use learning from contract delivery, external feedback and internal governance to strengthen how the team works over time.



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable
Experience of managing contract, governance, partnership, programme or project activity in a complex environment	<i>Essential</i>
Experience of using contracts, agreements, policies or funding requirements to understand responsibilities, identify risks and support delivery	<i>Essential</i>
Experience of working with senior internal stakeholders and external partners to support clear decisions and follow-through	<i>Essential</i>
Experience of preparing clear papers, briefings, updates or recommendations for senior colleagues or governance groups	<i>Essential</i>
Experience of using evidence, data and insight to monitor progress, identify issues and support improvement	<i>Essential</i>
Experience of managing risks, issues, changes or dependencies across a project, programme, contract or partnership	<i>Essential</i>
Experience of leading, line managing or supporting colleagues to prioritise work and deliver against shared goals	<i>Essential</i>
Experience of working with government, public services, education, charities, regulated environments or government-funded programmes	<i>Essential</i>
Knowledge, understanding or experience of children's social care, social work education, higher education partnerships or professional regulation	<i>Desirable</i>



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable
Able to use sound judgement, take ownership of complex work and escalate risks or decisions at the right time	<i>Essential</i>
Confident leadership and relationship management skills, including the ability to support colleagues, give constructive feedback and work well with senior stakeholders and external partners	<i>Essential</i>
Strong written and verbal communication skills, with the ability to explain complex information clearly and adapt your style for different audience	<i>Essential</i>
Able to analyse information, evidence and competing perspectives to identify risks, options and practical next steps	<i>Essential</i>
Highly organised, with the ability to manage competing priorities, deadlines and areas of responsibility without losing sight of the bigger picture	<i>Essential</i>
Excellent attention to detail, with the ability to handle sensitive information carefully and produce accurate work to a high standard	<i>Essential</i>
Practical and solution-focused, with the confidence to improve governance, reporting and ways of working without adding unnecessary process	<i>Essential</i>
Comfortable working with ambiguity and change, while staying calm, thoughtful and focused on what needs to be done	<i>Essential</i>
Able to use everyday digital tools, including Microsoft Office and generative AI, to support accurate, thoughtful and efficient work	<i>Essential</i>



THE ROLE

You may not have all of the experience or skills listed in this job pack but don't let that automatically put you off applying. If you have relevant experience and feel you would be a good fit for this role, we'd love to hear from you.

It is important to us that you are aligned with our values and committed to:

- working to deliver our [mission](#) and helping achieve our vision
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

We are recruiting this role initially on a 6-month fixed-term basis. There may be scope for the role to continue beyond the initial contract period, subject to funding and organisational need, and this would be discussed with the successful candidate as early as possible.

Right to Work

This role is ineligible for sponsorship and so all applicants must have the right to work in the UK

How to apply:

If this sounds like the right role and organisation for you, please apply by following this [link](#).

Please note that we reserve the right to close all roles early if we experience a high number of applications. If you think the role is a right fit for you, please apply as soon as you can.

Want to find out more?

Please contact:

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