

A woman with long braids wearing an orange sweater and a man in a striped shirt are smiling and gesturing with their hands as if in conversation. They are standing in front of a large, metallic, hourglass-shaped sculpture. The background is a light-colored wall with geometric patterns.

Frontline

Evaluation Manager

JOB PACK

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

OUR MISSION

Almost 700,000 children in England rely on the support of social workers each year. These children need and deserve the support of life-changing social work professionals who can empower them to achieve their full potential and help to break the cycle of trauma and disadvantage.

Frontline is England's largest children's social work charity. We're committed to ensuring a safe and stable home for all children so they can reach their full potential - no matter their social or family circumstance. Our mission is to create social change for children who do not have a safe or stable home, by developing excellent social work practice, leadership and innovation. We are creating social change by building a movement of leaders in social work and broader society as part of our Fellowship. We have ambitious aims to grow this community to 5,000 impactful fellows by 2025, and with it our fellows' ability to effect system changes that will improve the life chances of vulnerable 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 ethnic minority backgrounds, 17% are disabled and 20% identify as LGBTQ+.

We are committed to becoming an actively anti-racist organisation. For us at Frontline, that means proactively tackling systems and structures that perpetuate and embed racism in our society. We published a racial diversity and inclusion plan in June 2020 and have been working to deliver this since that time, which you can read more about on our website [here](#).

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.

If you're interested in hearing more about diversity and inclusion at Frontline, please feel free to contact people@thefrontline.org.uk.



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 Resource Groups (incl. LGBTQ+ Affinity Group, Black Affinity Group, family network)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Frontline Fellowship after one year of service



Family

- Enhanced Occupational Maternity, Adoption, and Shared Parental leave policies
- Partner leave
- Foster and kinship care policy – support and time off for training (up to 5 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 – Professional qualifications and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach



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 – assessments and counselling
- Life Assurance Scheme – death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Employee-led Wellbeing Action Group
- Sabbatical after 3 years' service (up to 6 months)



Pay, pension and loans

- Transparent salary structure
- Up to 8% employer pension contribution
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

THE ROLE

Reports to:
Director of External Relations

Salary:
£46,901.82 (£50,174.04 in London)
plus competitive pension

Contract:
Full Time, Permanent

Location: Flexible, with regular travel
to our London office required (2 days
per week)

Direct reports:
Data Officer x 2

Closing date:
9am on 28 August 2024

Interviews:
First round: 02/03 September 2024
Second round: 05/ September 2024 (in-
person)



The team you will be working in:

The evaluation team, sitting within the external relations directorate, works to enhance a data-driven culture at Frontline, where evidence is at the centre of decision making. At Frontline, evaluation aids learning and improvement of our programmes, to ensure we create social change for vulnerable children and families and demonstrate our impact.

The evaluation manager will primarily focus on delivering our evaluation strategy, practice and implemented learning by supporting programme teams to access and utilise data effectively to demonstrate their impact. They will also support data officers in processing and analysing data to support the development and improvement of our programmes.

We're looking for someone who is enthusiastic about data and how it can be used to further understand and improve quality and demonstrate impact. We will encourage you to learn and grow in this role and you will have access to training and support to further develop your knowledge and skills.

THE ROLE

Job description:

You will continually improve how we evaluate our programmes and other activity, and support Frontline's contribution to the wider social work knowledge base. You will also advocate for and support teams to ensure that data collection, analysis and reporting is of a high quality across the organisation.

Key responsibilities:

Data

- Implement and oversee feedback loops across Frontline's programmes, ensuring data is collected from all stakeholders, analysed, reviewed and used efficiently
- Lead the organisation's use of dashboards and Power BI to visualise data and monitor charity goals. Ensure key programme data (such as retention and academic attainment) are accessible to key audiences

Business partnering

- Business partner with key programme recruitment, delivery, operations, and business development teams to provide specialist data and evaluation advice and support
- Work in partnership with teams to identify the data they need to capture to track progress against team and organisational goals, advising on data collection methods and survey best practice.
- Support and upskill teams to take ownership of their data to maximise its use, advocating for data literacy across the organisation

Evaluation & Research

- Draw upon evaluation methodologies, such as theory of change, to explain and measure the change Frontline is aiming to bring about.
- Develop clear and relevant research questions, apply research methods and use statistical analysis to address these to reach practical and useful recommendations for programme improvement
- Present findings to internal and external stakeholders, through a range of outputs; written, visual and verbal

Other

- Line manage the data officers who provide data analysis support to programme teams
- Be part of the external relations management team



THE ROLE

Person specification:

Experience and knowledge

- Advanced Excel skills including pivot tables
- Knowledge of applied statistical methods and tools for data analysis.
- Demonstrable experience in designing theories of change, research design, and in applying quantitative and qualitative research methods
- Indepth understanding of evaluation methodologies, and experience of delivering theory-based evaluations and implementation and process evaluation
- Project management experience with the ability to work autonomously.
- A working knowledge of CRM systems, such as Salesforce (desired but not essential)
- Experience leading or managing an individual (in either a voluntary or paid capacity)
- Experience of using Power BI (or equivalent) for data visualisation and reporting (desired but not essential)
- Experience working in a mission-aligned area of children and families and/or social care (desirable)

Characteristics and skills

- Excellent presentation, written and verbal communication skills with the ability to influence and persuade at all levels of the organisation
- Ability to synthesise research into clear and concise written materials and to translate complex ideas into plain English, and/or graphical representations
- Ability to build strong working relationships with people, both within the organisation and externally
- Highly organised and able to manage and prioritise a busy workload within a dynamic working environment
- Curious to find new ways to improve organisational and programme effectiveness and efficiency through use of evidence
- Keen interest in developing others with their use of data.

We believe that diversity makes for a stronger team and want our organisation to better reflect the communities we serve. Therefore, we are actively seeking applicants from racialised minority backgrounds for this role. We are also a disability confident employer and welcome applicants with disabilities. We ensure a diverse shortlist for all our roles, and we encourage you to share this information with us if you feel comfortable to do so.

Please let us know how we can make the recruitment process more accessible for you by emailing people@thefrontline.org.uk.



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
- working towards our organisational goal of creating 4,000 impactful fellows by 2025
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

Requirements of the role:

- 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:

Jackie Sanders - External Relations Director

jackie.sanders@thefrontline.org.uk

