

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, stylized hourglass graphic that is part of a wall display. The hourglass is made of several triangular sections, some of which are illuminated from within, creating a glowing effect. The background is a light, neutral color.

Frontline

**Executive Assistant
Operations**

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:
Chief Executive Officer (CEO)

Salary:
£39,266.64 (inclusive of London weighting) plus competitive pension

Contract:
Full Time, Permanent

Location: Flexible, hybrid with two days a week in our London office

Closing date:
9am, Wednesday 6 November

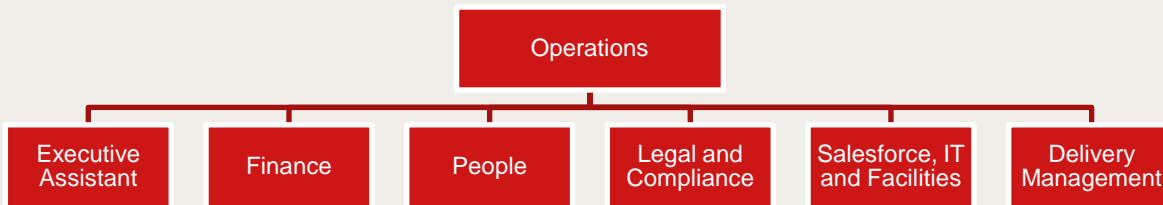
Interviews:
First round: w/c 11 November
(online via Microsoft Teams)

Second round: w/c 18 November
(in-person in our London office)

There will be a task at either first round or second round.

The team you will be working in:

The Executive Assistant (EA) role sits within our Operations team, which focuses on supporting Frontline's people and policies to be as effective and efficient as possible.



THE ROLE

Job description:

This important role is to support our Chief Executive Officer, to act as administrator for our Board of Trustees and to provide wider support to our Senior Leadership Team (SLT), working closely with our Chief Operating Officer.

The Executive Assistant role is vital in enabling our Trustees and SLT to maximise their effectiveness and impact, to accelerate progress towards Frontline's mission of creating social change for children and families.

The ideal candidate will be exceptionally organised, a skilled communicator, confident with MS Office and able to set up systems and processes that make themselves and those they support more effective and efficient.

Key responsibilities:

Strategic diary management for CEO

- Collaborate with colleagues to coordinate and prepare SLT and organisational long-term calendars
- Schedule meetings and reminders, leading on all relevant correspondence
- Source and book meeting spaces, distribute materials/agendas/resources if required and ensure technology is prepared in advance for effective and efficient meetings

Board administration

- Manage meetings calendar for Board of Trustees and its Committees, including administrative arrangements for meetings.
- Take minutes at Board and Committee meetings.
- Act as point of contact for trustees.

Additional responsibilities

- General administrative support to the SLT as required
- Support organisation and delivery of all staff events
- Manage expenses, including credit card purchases and reconciliations
- Raise purchase orders and process invoices where relevant



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Experience working in a varied administrative or project-based role	Essential	Interview and Application
Experience managing internal and external stakeholder relationships	Essential	Interview and Application
Experience of proficiently using Microsoft Office (Outlook, Word, PowerPoint, Excel)	Essential	Application
Experience with using technology to maximise efficiency (including meetings) and drive forward processes	Essential	Interview
Experience dealing with or supporting on confidential and sensitive matters	Desirable	Interview
Experience in an Executive Assistant, Personal Assistant role (or equivalent)	Desirable	Application and Interview

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong interpersonal and communication skills	Essential	Application and Interview



THE ROLE

Person specification (continued):

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Friendly and approachable with a high degree of professionalism	Essential	Interview
Proactive and solution-focused, uses their initiative to identify better ways of achieving outcomes	Essential	Application and Interview
Highly organised with excellent attention to detail and the ability to multi-task, prioritise a varied workload	Essential	Application and Interview
Flexible attitude and ability to manage changing priorities	Essential	Interview
Trustworthy and professional attitude towards sensitive and confidential information	Essential	Interview
Effective at teamwork and collaboration with peers	Essential	Application and Interview

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 when prompted, 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:

Daniel Oppenheimer (COO) on daniel.oppenheimer@thefrontline.org.uk

