

A photograph of two people, a woman on the left and a man on the right, smiling and gesturing with their hands as if in conversation. They are standing in front of a large, stylized hourglass sculpture made of glass or metal. The woman has long braids and is wearing an orange sweater. The man has short brown hair and is wearing a striped turtleneck. The background is a light-colored wall with the hourglass sculpture.

**Frontline**

**Project Coordinator  
Fellowship Team**

**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 Lisa Zaranyika, Equity, Diversity and Inclusion Director on [lisa.zaranyika@thefrontline.org.uk](mailto:lisa.zaranyika@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 – 24 weeks full pay, followed by 15 weeks statutory pay
- Partner leave – 6 weeks full pay
- Foster and kinship care policy – support and time off for training (up to 5 days)
- Time off for fertility treatment/IVF appointments



## Flexible working

- Work from home as often as needed for 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:**  
Fellowship Programmes Manager

**Salary:**  
£23,400 0.6FTE per annum (£26,672.20 Incl London weighting)

**Contract:**  
Part-Time -22.5hours (3 days a week)  
Permanent

**Location:**  
Hybrid with fortnightly travel to London office

**Team working in:**  
Fellowship

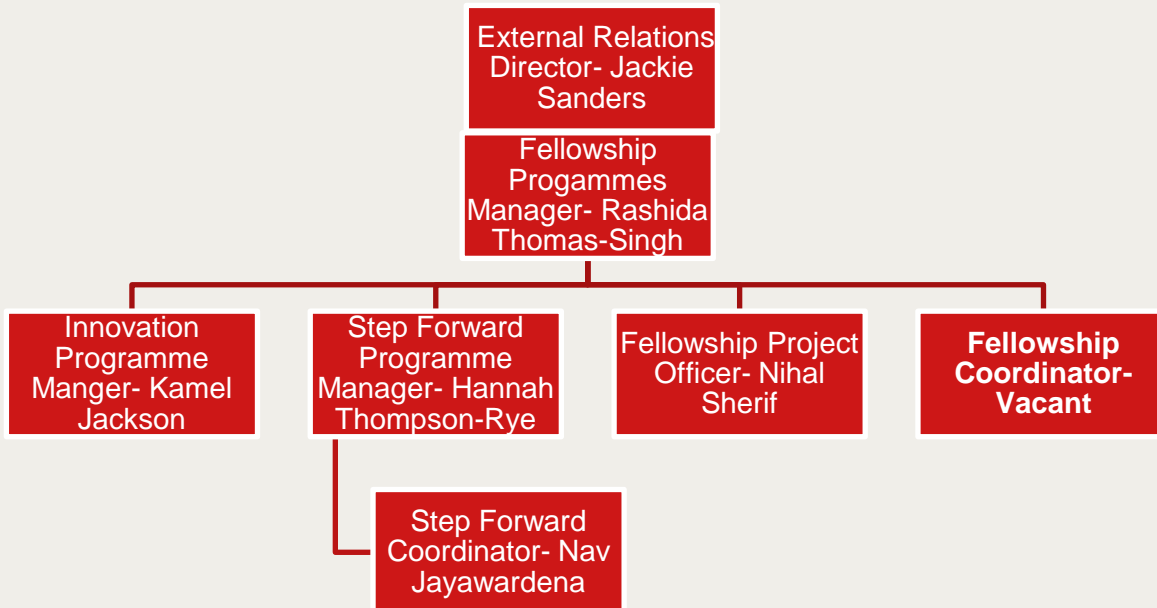
**Closing date:**  
9am, 27 August 2024

**Interviews:**  
Stage 1: w/c 2 September  
TBC  
Stage 2: w/c 2 September  
TBC

(Online via Microsoft Teams)



## The team you will be working in:





# THE ROLE

## Job description:

- Provide administrative support to the Fellowship Manager, including scheduling meetings, organising files, preparing agenda/taking minutes/distributing action, monitoring the community platform and fellowship teams channel.
- Providing financial support to raise invoices and processing expenses from general fellowship activity.
- Support logistics for Fellowship community events including liaising with venues, booking accommodation, travel, arranging catering and sending out clear communications to attendees.
- Serve as a primary point of contact for Fellows, staff, and external partners for initial enquiries and requests.
- Assist in gathering accurate data, including fellow engagement, surveys, programme evaluations, and outcome measurements. Compile reports and analysis as needed to support Fellowship monitoring and evaluation.
- Support quality assurance by assisting in the development and implementation of policies, procedures, and protocols. Monitor compliance and identify areas for improvement.
- Support colleagues in the Fellowship team to ensure seamless coordination and delivery of all Fellowship development offers and activities.
- Maintain and support implementation of Project Management system to ensure team are effectively using the system, meeting deadlines, key performance measures and remain on track with tasks.
- Maintain the communication and engagement strategy.



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Previous experience in event planning	Essential	Interview and Application
Confident in the use of technology and Microsoft office	Essential	Interview
Previous experience in programme coordination or administrative support roles	Desirable	Application
Experience of meeting deadlines even when working with conflicting priorities	Essential	Interview and Application
Previous experience managing data, including maintaining accurate records, compiling reports, and conducting program evaluations	Essential	Interview and Application
Confident in the use of Microsoft Office and other CRM systems for data management and administrative tasks	Essential	Interview
Knowledge of the challenges and opportunities in the social work sector, including emerging trends, research findings, and innovative practices.	Desirable	Interview and Application





# THE ROLE

## Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong written and verbal communication skills	Essential	Application
Strong attention to detail and proven ability to produce accurate work	Essential	Interview and Application
Proactive and solution-oriented mindset, with a willingness to take initiative and drive tasks forward	Essential	Interview
Confident in building positive relationships whilst holding to account, being assertive and persuasive	Essential	Interview and Application
Ability to manage own workload, show initiative, be pro-active and resourceful – escalating to management where appropriate	Essential	Interview
Flexible and adaptable approach to work, able to respond effectively to changing priorities and deadlines	Essential	Interview and Application

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.



# 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:

- Relevant professional qualifications
- Right to work in the UK
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

Please let us know how we can make the recruitment process more accessible for you by emailing [People@thefrontline.org.uk](mailto:People@thefrontline.org.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:

Rashida Thomas-Singh, Fellowship Programmes Manager at [Rashida.thomas@thefrontline.org.uk](mailto:Rashida.thomas@thefrontline.org.uk)

