

A woman with long braids in 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 sculpture made of glass or metal. The background is a light, neutral color.

Frontline

**Fellowship Programmes
Manager**

External Relations

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:
External Relations Director

Salary:
£46,901.82 (£50,174.04 inclusive of London weighting) plus competitive pension

Contract:
Full time, 12-month fixed-term contract-
Maternity Cover

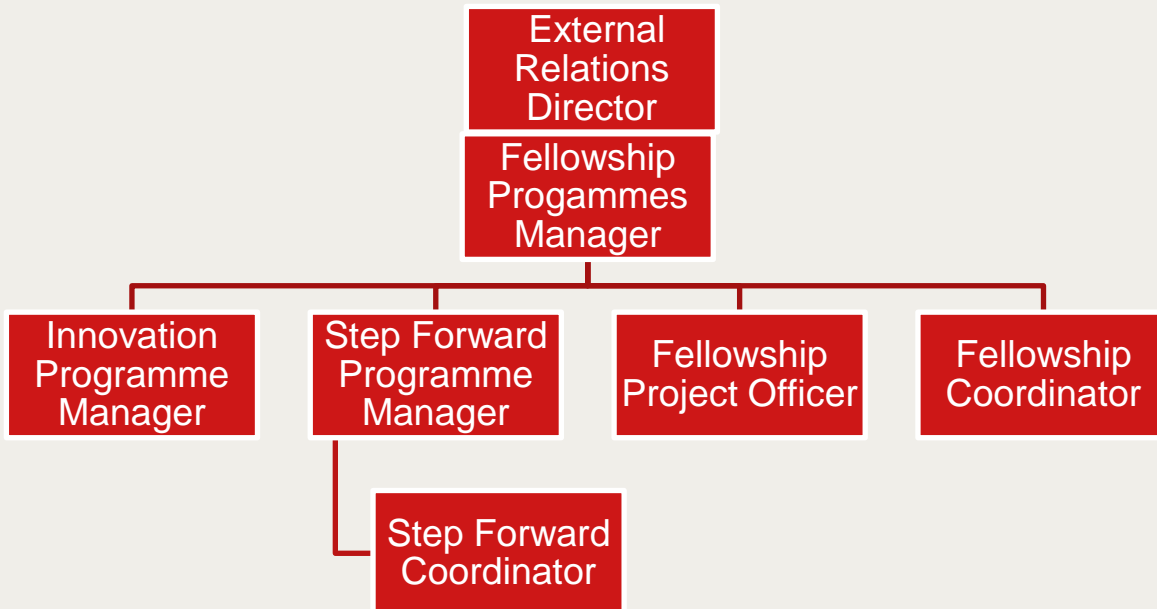
Location:
London weighting – hybrid, minimum two days a week in London office
Non-London weighting – one day a fortnight in office (travel reimbursed)

Direct Reports:
X1 Project Officer
X2 Programme Manager
X1 Project Coordinator

Closing date:
12pm, Wednesday 18 September

Interviews:
Stage 1: Monday 30 September (online via Microsoft Teams)
Stage 2: Thursday 3 October (in London office)

The team you will be working in:



THE ROLE

The team you will be working in

As England's largest social work charity, making life better for children whose family need the support of a social worker and keeping them safe from harm is at the heart of everything Frontline does. Working with and supporting our social workers is so important to us being able to do this, and that's what the Frontline Fellowship is all about.

Everyone who completes one of our programmes joins the Frontline Fellowship. A growing community of over 3,000, it brings together social workers from across England at every level of experience and offers them continued training and development so they can be the best they can for the children and families they support.

The Fellowship team, sitting within in our external relations directorate, works to develop, empower and support these social workers. We provide a space for our fellows to connect with each other, build partnerships and draw on each other's experiences.

Your role will be to lead and manage a team comprising of two programme managers, an officer and two coordinators, to steer them strategically to improve the life chances of children and families by enabling this rapidly expanding group of social workers to:

- develop their leadership and progress into more senior positions
- expand their toolkit and improve their social work practice
- cultivate and implement their innovative ideas

You will also work closely with the other managers in the external relations team – head of fundraising, comms and /marketing manager and evaluation manager – as well as the external relations director, to maximise the charity's impact through our fellows.



THE ROLE

Job description:

We are looking for an experienced manager who will set ambitious team objectives and targets, tracking and analysing these and adapting them as necessary. You will build strong and effective relationships across the charity, with fellows and with external key stakeholders.

Key responsibilities:

Lead and manage a team

- Maintain shared understanding within the team of individual responsibilities and accountabilities
- Maintain a collaborative culture in the team and strengthen connections with colleagues across the organisation and externally to achieve objectives
- Model and engender an ambition for continuous innovation and improvement

Planning and implementation

- Ensure clarity about the aims and targets of the Fellowship and that the right resources and activities are in place to achieve these targets
- Plan interdependencies between other teams to ensure the smooth, intelligent delivery of the team's work
- Review and maintain effective project planning mechanisms to ensure all elements of the Fellowship activity are monitored for maximum time, budget and resource efficiency
- Ensure all areas of the team's activity – Fellowship administration, fellow engagement and support, programme quality, event facilitation, project management – are of the highest standards
- Lead the evolution of current activity and the development of future opportunities or offers accessible to fellows

Quality assurance

- Ensure the team tracks and analyses the relevant information to build a strong awareness of themes and learning across the team's work
- Ensure the mechanisms exist and demonstrate the commitment required to track progress against team and organisational goals



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Experience of leading and managing a team to deliver high quality outcomes	Essential	Application and Interview
Ability to build a strong team culture and drive strategic priorities	Essential	Interview
Ability to set and manage a budget within agreed parameters	Desirable	Interview
Project management experience	Essential	Application
Experience and ability to take a lead role in networking and working with partners and stakeholders	Essential	Application and Interview
Knowledge of cross team working and an ability to ensure the Fellowship is embedded across all of Frontline's activity	Essential	Interview
Understanding of alumni activity and how to build alumni networks	Desirable	Interview and Application



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Ability to motivate and develop team members to reach full potential	Essential	Interview
Exceptional attention to detail	Essential	Application and Interview
Exceptional relationship building and people skills	Essential	Interview
The ability to assess, prioritise and manage a varied and demanding workload	Essential	Application and Interview
Champion of equality, diversity and inclusion within a team	Essential	Interview
Exceptional communication and IT skills (e.g. CRM, Microsoft, Click-up)	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.



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

Please let us know how we can make the recruitment process more accessible for you by emailing 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: Jackie Sanders, External Relations Director at jackie.sanders@thefrontline.org.uk

