

A woman with long braids in an orange sweater and a man in a striped shirt are smiling and gesturing towards each other. In the background is a large, stylized hourglass sculpture made of glass or metal, with a white and blue color scheme.

Frontline

**Admissions & Support:
Graduate Intern
Admissions & Support 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 4,000 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

- Hybrid 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:
Admissions & Support Manager

Salary:
£26,672.20 (inclusive of London weighting) plus competitive pension

Contract:
8-month fixed term contract

Location: Hybrid working, must be in / near to London and able to travel regularly to London office

Closing date:
9am, 20 September 2024

Interviews:
First round: w/c 23 September 2024 online via Microsoft Teams

Second round: w/c 30 September 2024, in person in our London office



The team you will be working in:

As a member of the Admissions & Support team, you will play a key role in ensuring all participants starting Approach Social Work have passed eligibility checks for the programme.

You will provide a positive Admissions & Support experience for all applicants and offer holders, supporting them throughout the onboarding process to complete checks, keeping them engaged prior to the programme start.

As part of the internship, you will also have the opportunity to work on individual projects and learn more about all aspects of the Frontline organisation.

In supporting the pre-programme process for the Approach Social Work Programme, you will be supporting the recruitment and development of new social workers, who will then go onto change the lives of vulnerable children and families.

THE ROLE

Job description:

We think the internship at Frontline is unlike other internships. You'll be given plenty of opportunity to develop key skills for your future career, while also holding a core role within the team. You will be joining us at our busiest time and so will have day to day coordinator responsibilities Throughout, which makes it a great first step into your career as you'll have real practical examples to take forward.

Your role will be ensuring offer holders have eligibility checks completed prior to the programme start, supporting the wider team and providing excellent customer service to all stakeholders. To engage with other areas of the organisation including other interns, developing your skillset and knowledge.

Key responsibilities:

Eligibility processes:

- Support applicants and offer holders in completing key eligibility checks including right to work checks, qualification checking and references

Relationship management:

- Support communications with applicants and offer holders during the Admissions & Support processes
- Work with the wider team to support in all checks, communications and provide clear guidance to prospective and current applicants

Data management:

- Maintain accurate data on the CRM system, including the management of confidential and sensitive data
- Contribute to the refreshing of relevant processes – identifying where improvements can be achieved

Internship

- Work independently and with other interns to hold responsibility for projects
- Engage with learning and discover more about varied areas of the Frontline organisation.



THE ROLE

Person specification:

Please note that this role is for graduates from either 2023 or 2024. It can be from any UK university in any subject.

Experience and knowledge

- Evidence of being able to communicate effectively with customers, clients or students and engage with a range of individuals comfortably over the phone and face-to-face.
- Ability to use careful attention to detail to ensure accuracy with a proven ability to plan effectively and manage multiple
- conflicting priorities.
- Experience of completing eligibility or admissions checks, including identity and reference checks (desirable)

Characteristics and skills

- Highly organised with a meticulous eye for detail and accuracy
- Empathetic and responsive to applicant needs whilst ensuring due process is followed
- Strong IT skills including MS Office
- Able to cope in a busy environment and deal with last minute changes
- Think creatively to solve complex problems
- High levels of initiative and willingness to take responsibility

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
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

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:

Rois Deegan, Admissions & Support Manager on

rois.deegan@thefrontline.org.uk.

