

A photograph of two young women laughing and talking. The woman on the left has long black braids and is wearing an orange sweater. The woman on the right has short brown hair and is wearing a black and white striped turtleneck. They are standing in front of a large, metallic, hourglass-shaped sculpture. The background is a light-colored wall with geometric patterns.

Frontline

**Graduate Internship
Recruitment
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



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:
Selection Manager/Selection Officer

Salary:
£23,400 (£26,672.20 inclusive of London weighting) plus competitive pension

Contract:
Full Time, fixed-term contract for 8 months from September 2024

Location: Flexible with some paid travel to London (if based outside of London)

Closing date:
9am, 8 July

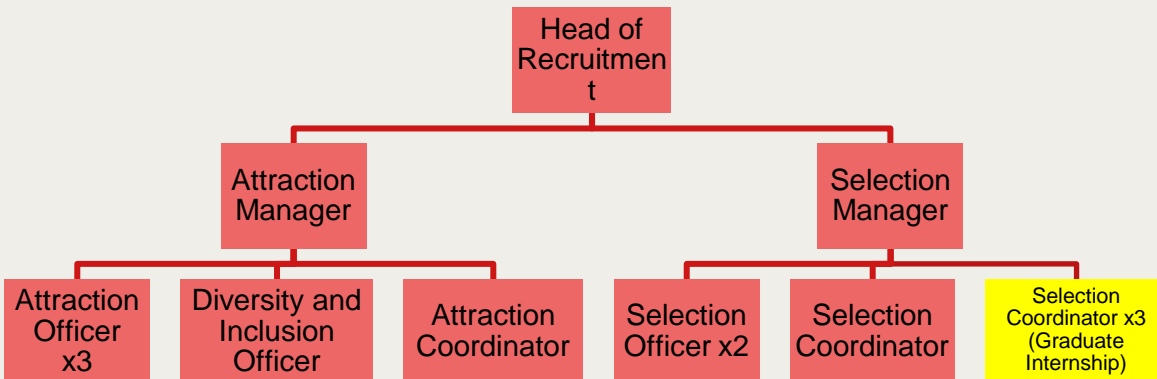
Interviews:
First round: 15 July and 16 July (virtual, via Microsoft Teams)

Second round: 22 July (virtual, via Microsoft Teams)



The team you will be working in:

The Recruitment team is responsible for sourcing, selecting and hiring for 500 places for Approach Social Work (previously known as the Frontline programme) in local authorities across England.



THE ROLE

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 the year. This makes it a great first step into your career as you'll have real practical examples to take forward. You will work with the Selection Manager and Selection Officers to ensure the delivery of a highly effective and efficient recruitment process and to ensure the candidate experience is positive throughout.

Job description:

Support with planning and delivery of assessment centre events

- Facilitate at Approach Social Work assessment centres, supporting assessors and sharing responsibility for ensuring days run smoothly and consistently
- Manage the logistics involved in planning and delivering over 40 assessment centre days (e.g. responding to candidate queries, monitoring candidate sign up, scheduling assessors)
- Support the Selection team to update and prepare assessment centre materials ahead of assessment centres, using careful attention to detail.

Data monitoring and systems

- Track and monitor candidate information using our online customer relationship management system and Microsoft Excel.
- Act as first point of contact for candidates experiencing technical difficulties with IT systems used as part of selection process.

Candidate support

- Being main point of contact for candidates throughout the selection process by responding to queries, supporting the implementation of reasonable adjustments and producing feedback reports post assessment centre.

Support with wider Recruitment team projects

- Attend attraction events (e.g. on university campuses or webinars) to represent Frontline and to promote the Approach Social Work programme.



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

- Excellent verbal and written communication skills. Able to produce professional written communications and reports, as well as engage with a range of individuals comfortably over the phone and face-to-face.
- The ability to use careful attention to detail to ensure accuracy when tracking and monitoring data.
- Highly organised with a proven ability to plan effectively and manage multiple conflicting priorities.

Characteristics and skills

- An effective problem solver with the ability to adapt and show flexibility especially when working in pressurised situations such as assessment centres.
- Willingness to give and receive feedback in order to continually improve and learn.
- Commitment to continuously improving Frontline's selection process.
- Autonomous and self-motivated to lead on projects and to deliver high quality work within tight timeframes.

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:

Hannah Gill (Selection Manager) at Hannah.Gill@thefrontline.org.uk

