

A woman with long braids wearing an orange sweater and a man in a striped shirt are smiling and talking to each other. They are standing in front of a large, decorative hourglass structure. The woman is on the left, and the man is on the right, with his hands open as if in conversation.

Frontline

Head of Partnerships and Placements

12 months fixed term

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 Lisa Zaranyika, Head of D&I 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 or sell 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:

Programme Operations Director

Salary:

£63,262.92 (£66,535.14 with London weighting) plus competitive pension

Contract:

Full Time, 12 months fixed term

Location: Flexible, frequent travel required including to our London office

Direct reports:

Principal Partnerships Lead x2
Partnerships Development Officer

Closing date:

9am Wednesday 7th August 2024

Interviews:

First round: Wednesday 14th August

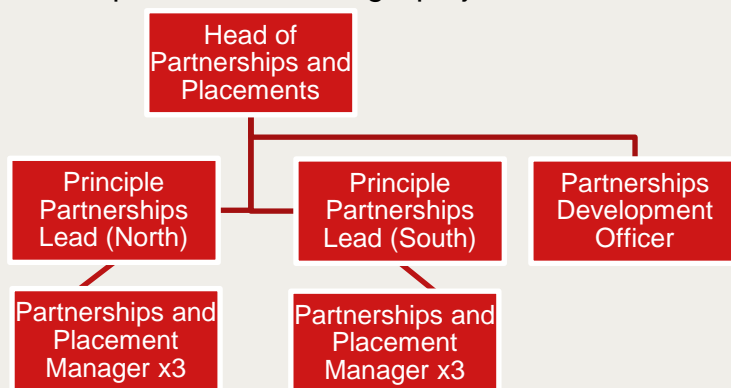
Second round: Weds 21st August

Your role is to lead a team to sustain and secure partnerships with local authorities (LAs) and children's trusts to:

- 1) Allocate 500 placements for Approach Social Work participants
- 2) Recruit leaders for and sell other Frontline programmes or services

This is directly linked to achieving Frontline's organisational objective of having 4,000 impactful Fellows by 2025, who will create social change for children without a safe or stable home.

You will manage the two Principle Partnerships Leads Partnership who in turn manage six Partnerships and Placements Managers as they take sole responsibility for securing partnerships. You will also manage the Partnerships Development Officer who is responsible for strategic projects across the team.



THE ROLE

Job description:

Meet sales targets

- Set and monitor sales targets for the team, who manage relationships with Local Authorities
- Utilise data to prioritise partnerships, coordinate activity and communicate risks with colleagues across the organisation. Instil the rigorous use of data to inform decisions
- Cultivate relationships with sector leaders to support our work and grow partnerships
- Observe and coach your team on their pitching and work closely with the marketing team

Provide a great experience for partners

- Support and challenge your team to deliver 95%+ partner satisfaction across our programmes
- Establish and review a rhythm of partner check-ins and ensure the organisation is being responsive to the needs of our partners
- Monitor feedback from partners, identify themes and effectively influence colleagues to make changes that will improve the partner experience

Systems, project management and compliance

- Establish and embed the systems necessary to plan and monitor complicated and concurrently running programmes across England
- Oversee, support and challenge your team to ensure partner expectations are met. Get hands on with a small number of critical partner relationships where complex issues arise
- Oversee the allocation of over 500 Approach Social Work participants to Local Authorities, and ensure they are inducted onto the programme before handing over to the delivery team
- Project manage and maintain high standards for the recruitment of Consultant Social Workers

Support wider organisational objectives

- Lead close collaboration with the Recruitment, Delivery and Business Development teams whilst being the individual accountable for the results. Shared organisational objectives require excellent partnership working to robustly track progress and ensure high-quality placements
- Set the tone for your team to support other teams on shared organisational objectives
- Contribute fully as a member of the organisation's Leadership Group

Excellent team leadership and people management,

- Communicate clear expectations to your team, recognise when expectations are met and exceeded and hold people to account when they are not
- Establish a supportive rhythm of one-to-one and team meetings, to ensure the team are well informed and have opportunities to problem solve
- Ensure high levels of engagement and promote freedom and responsibility in your team



THE ROLE

Person specification:

Experience and knowledge

- Significant experience working in sales and account management
- Experience of setting demanding sales targets for others, effectively managing sales pipelines and meeting targets
- Experience of running complex projects that have required you to set up systems, establish routines and manage people to achieve notable results
- Experience of successfully leveraging external stakeholder relationships
- Experience of building relationships with a range of internal stakeholders, and working to align varied, often competing, interests

Characteristics and skills

- Confident in using data and making use of CRM systems to generate insights and manage a large number of relationships
- Motivated by the opportunity to plan, build and embed systems and approaches to develop partnerships and improve quality and consistency
- Adept at building positive relationships with people in different contexts, able to learn quickly about their needs and build strong, long-lasting partnerships
- Excellent communication skills, and the ability to write great proposals, lead productive meetings and create inspiring pitches
- Excellent people management skills, balancing support and challenge
- Curious about problems as they arise with the ability to take a creative and positive approach to solving challenges
- Dependable, clear and pro-active in working to achieve shared goals
- Influential with peers and able to challenge respectfully and with impact

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:

Josie Whitworth, Programme Operations Director at

josie.whitworth@thefrontline.org.uk

