

A photograph of two young children playing at a wooden table. The child on the left, with dark curly hair and wearing a dark blue long-sleeved shirt with white polka dots, has their arms raised in the air. The child on the right, also with dark curly hair and wearing a white sweater with a colorful abstract pattern, is looking towards the camera with a wide, joyful smile. On the table, there is a stack of colorful wooden rings (yellow, orange, red, purple, blue), a green plastic toy dinosaur, and several wooden blocks, including one with the number '3' and another with the number '1'. In the background, a refrigerator is visible with various papers and drawings pinned to it.

Legal and Compliance Officer

Legal and Compliance

Job pack

Our mission

Frontline is a charity with a mission to make life better for children at risk of harm, by improving the services that support them. Hundreds of thousands of children experience or are at risk from abuse and neglect at home, sexual and criminal exploitation outside the home, and other harms. For these children, the right support and protection can make all the difference.

That's why we help social workers and other children's services to develop excellent practice and leadership. And why we are cultivating innovative new approaches to child protection and driving positive systems change for children.



Important information

Reports to: Legal and Compliance Manager

Salary: £39,329.28 (£42,904.67 inclusive of London Office Allowance) plus competitive pension

Contract: Full-time, permanent

Location: Hybrid, 2 days a week expected in our London office.

Those living outside the M25 can opt to not receive London Office Allowance and agree a more flexible office attendance pattern at offer stage. Please note that travel to the London office is at your own expense.

The team you will be working in:

The Legal and Compliance team plays an important role in managing organisational risk and ensuring we operate fairly, responsibly and in line with our legal and regulatory obligations.

The team provides practical legal advice and guidance to colleagues across Frontline, manages formal complaints, oversees data protection and information governance, and supports effective policies and compliance processes.

Closing date: Tuesday 10 November 2026, 9am

Interviews: from 27 November 2026



Job description

Frontline is entering an exciting period of growth and development as we continue to expand our programme portfolio and strengthen the support we provide to social workers and leaders throughout their careers.

We deliver a range of programmes and services that support participants at different stages of the social work career pathway, from those entering the profession through to experienced leaders. As our organisation grows, we are continuing to invest in the people, systems and capabilities needed to support high-quality delivery across our portfolio.

The Legal and Compliance Officer plays a key role in supporting Frontline to meet its legal and regulatory obligations, with a particular focus on complaints management and data protection.

Working closely with the Legal and Compliance Manager, you will oversee the day-to-day coordination and management of formal complaints, ensuring they are handled fairly, consistently and in accordance with organisational policies and relevant legislation.

You will also lead on the day-to-day management of data protection activities, providing practical advice and guidance to colleagues and supporting good information governance across the organisation.

This is a varied role offering the opportunity to work with colleagues across Frontline, exercise sound judgement and contribute to improvements in how we manage risk, resolve issues and meet our legal and regulatory responsibilities.



Job description

Key responsibilities

Complaints management

- Act as the first point of contact for formal complaints from participants, partners and the general public, ensuring complaints are recorded, acknowledged and managed in accordance with organisational policies and relevant legislation.
- Coordinate the complaints process from end-to-end ensuring formal complaints are managed fairly and in line with agreed timescales.
- Liaise with complainants and other relevant stakeholders including local authority partners and higher education institution partners, commissioning investigators and decision makers where appropriate.
- Assess complaints to identify appropriate next steps, potential risks and matters requiring escalation or specialist advice.
- Monitor and report on complaints trends, identifying lessons learned and recommending improvements to organisational policies, processes and practices.

Compliance – Policy & Data Protection legislation

- Lead on the day-to-day coordination of data protection activities, providing GDPR advice and guidance to internal stakeholders and ensuring good practice across the organisation.
- Ensure relevant standards are upheld, including mapping data processing activities across the organisation.
- Advise and support teams in identifying and managing data protection risks and personal breaches.
- Process subject access requests in accordance with UKGDPR and Data Protection Act 2018.
- Maintain a register of policies and ensure adherence to review/ renewal dates.



Job description

Key responsibilities continued

Legal support

- Review and support the drafting and negotiation of routine contracts, identifying potential risks and escalating more complex matters where appropriate.
- Support the Legal and Compliance Manager in providing timely advice on a range of legal matters.
- Commission legal advice on complex matters where required.

Organisational administration

- Update external registrations.
- Ensure that Frontline's trademarks and copyright registrations are updated.
- Update changes to directorship on Companies House and Charity Commission.

As we move through this period of growth and change, some aspects of the role, including its job title, reporting line and directorate, may be subject to change as our future organisational structure takes shape



Experience and knowledge

	Essential or desirable	Where this will be assessed?
Knowledge of UK GDPR and Data Protection Act 2018 and able to apply this in a charity setting	Essential	Interview and application
Experience of managing or coordinating formal complaints, investigations or similar casework processes	Essential	Interview and application
A working knowledge of impartiality, fairness, the principles of natural justice and the Equality Act 2010 and able to apply this to complaint management	Essential	Interview and application
Experience of reviewing contracts or other legal documents, identifying potential risks and knowing when to seek further advice	Essential	Interview
Paralegal/ lawyer of 1-2 years post qualification experience	Desirable	Application
Experience supporting organisational policy development or improvement	Desirable	Interview and application
Previous experience of acting as a Data Protection Officer/Lead	Desirable	Interview and application



Skills and characteristics

	Essential or desirable	Where this will be assessed?
Excellent oral and written communication skills and able to adapt communications depending on the audience	Essential	Application
Excellent attention to detail, proof-reading and document management ability	Essential	Interview
Strong organisation and prioritisation skills	Essential	Interview
A team-player able to build excellent working relationships with a range of stakeholders	Essential	Interview
Ability to exercise sound judgement when handling sensitive or complex matters, assess risks and recognise when issues require escalation or specialist advice	Essential	Interview and application



Eligibility

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
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

Right to work

All appointments are subject to the successful candidates demonstrating their right to work in the UK.



How to apply

If this sounds like the right role and organisation for you, please [submit your application](#) online.

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.

Diversity means stronger teams and we want Frontline to reflect the communities we serve. Therefore, we are actively seeking applicants from global majority backgrounds for this role.

We are a disability confident employer and welcome applicants with disabilities. We ensure a diverse shortlist for all our roles, so when prompted, we encourage you to share this information with us if you are willing to do so.

Please let us know how we can make the recruitment process more accessible for you by emailing people@thefrontline.org.uk

Want to find out more?

Please contact: Pauline Mullings / Legal and Compliance Manager / Pauline.mullings@thefrontline.org.uk



Our culture of freedom and responsibility

Freedom and responsibility is how we stay true to our mission: trusting people to use their judgement, take ownership and do what's right for children. It's what keeps Frontline creative, caring and courageous.

Freedom and responsibility has four pillars:

1. Putting children first
2. Making equality, diversity and inclusion everyone's business
3. Working as one team
4. Making decisions based on professional judgement and evidence



[Learn more about our culture](#)

Diversity and inclusion

We believe that diversity makes for a stronger team and our employees come from a range of backgrounds with varied expertise.

We are actively seeking to bring people with different lived experiences into the charity. We aim for a workplace that is welcoming for all and diverse in age, disability, ethnicity, gender, race, religious belief, sexual orientation, social background and any other forms of identity.

In our most recent demographic survey, 26% of employees are from global majority backgrounds, 17% are disabled and 20% identify as LGBTQ+.

We are committed to:

- Being an actively anti-racist and inclusive organisation
- Taking an inclusive approach to recruitment
- Equipping our employees with the relevant knowledge to support these aims



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 affinity groups (incl. LGBTQ+, Black affinity group, global majority, disabled and neurodivergent, parenting Network)
- Employee resource groups (incl. diversity and inclusion working group, sustainability working group)
- Organisational away day once a year
- Regular social activities (virtual and in-person)
- Staff in social work roles can join the Fellowship community after one year of service

Family

- Enhanced occupational maternity, adoption, paternity and shared parental leave policies
- Foster and kinship care policy
- Time off for fertility treatment / IVF appointments

Learning and development

- CPD / learning and development calendar and apprenticeships
- Tailored in-house workshops
- Coaching with qualified professional coach
- Mentoring scheme for underrepresented groups

Our benefits cont.

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)
- You can 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
- Life assurance scheme: death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Sabbatical after 3 years' service (up to 6 months)

Pay, pension and loans

- Transparent salary structure, job evaluation to ensure benchmarking and competitive pay
- Up to 8% employer pension contribution, via salary sacrifice
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

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)