

A woman with long braids in an orange sweater and a man in a striped shirt are smiling and gesturing with their hands in front of a large, stylized hourglass. The hourglass is made of a textured material and is set against a background of large, light-colored triangles.

Frontline

Delivery Officer
Delivery 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 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:
Head of Delivery

Salary:
£29,449.98 (£32,722.20 with London weighting) plus competitive pension

Contract:
Full Time, Permanent

Location: Flexible. If London based, travel to our London office required 1-2 times a week.

Closing date:
12pm, Friday 18 October

Interviews:
First round: Monday 28 October, online via Microsoft Teams

Second round: Thursday 31st October, online via Microsoft Teams

The purpose of your role:

The Delivery Officer coordinates meetings, events and training on behalf of the Region. This includes sourcing of venues, co-ordinating and tracking attendance of participants, liaising with other teams to ensure the smooth running of events and where necessary, note-taking in meetings and acting as a point of contact for the team, participants and Consultant Social Workers.

This role has a high level of autonomy and the potential for significant skills development. The Delivery Officer is crucial in supporting the work of the wider team by supporting colleagues to ensure the efficient use of resources and scheduling that achieves the smooth Delivery of the Frontline Programme across the regional hubs.

The role requires someone who is skilled at building positive relationships with people in addition to being highly organised with the ability to manage multiple areas of work and use initiative to resolve issues. Attention to detail and a high level of accuracy is also essential.



THE ROLE

Job description

Administration

- Provide logistical and administrative support as requested
- Coordinate and organise meetings and bookings as required, including collating agendas, and taking notes as required.
- Manage team folders and data, ensuring this is well organised
- Answer queries about Frontline by e-mail, telephone, and face-to-face.
- Support team with finances and procurement where relevant, including having oversight of the Participant Hardship Fund.

Events

- Help design, plan, budget and manage regional (and sometimes national) events, both online and in-person.
- Manage, communicate and support delegates with clear and timely information.
- Manage the procurement process for Teaching Day venues.
- Coordinate and organise travel and accommodation arrangements for staff
- Coordinate and communicate with participants
- Where required manage and respond to Participant and CSW enquiries and requests for support including the management of the Participant inboxes.
- Coordinate Participant Representatives through timely communication.
- First point of contact for participants and last point of contact coordinating exits
- Coordinate the Participant discipline and Return to Study processes and communicate with participants effectively regarding these proceedings.

Database administration

- Manage participant data on Salesforce (and other systems)
- Manage other regional data including but, not limited to event tracking
- Generate analytics and reports and present updates at relevant meetings.

Ad-hoc projects

- Proactively contribute to our culture of Freedom & Responsibility
- Support your team and the wider organisation in meeting Frontline's objectives by taking on additional projects and tasks as and when required.
- Confidently provide important updates on policies, procedures, and numbers at team meetings when required.
- Create inductions for all new starters joining the Delivery team.



THE ROLE

Person specification:

Experience and knowledge

- Clear understanding of and enthusiasm for Frontline's mission and vision
- Previous administration experience in busy office environment
- Experience of organising meetings & note taking
- Experience in setting up tracking and filing systems
- Experience of effectively using Microsoft Office, particularly Outlook, Word and Excel
- Experience of working with senior management
- Experience of venue procurement and contract management, as well as the handling of large budgets
- Experience of online event management for up to 30 attendees (desirable)
- Experience of working within higher education settings and/or within a student facing role (desirable)

Characteristics and skills

- High level of organisation, ability to multi-task
- Confident telephone manner
- Ability to use Microsoft Word, Excel, Power Point, Salesforce etc.
- Willingness to learn new systems and processes
- Ability to manage own workload, work independently, and show initiative
- Ability to work across teams efficiently to achieve shared organisational goals
- Ability to pay attention to detail and produce accurate work to a high standard
- Ability to manage emails, telephone enquiries and basic finance tasks efficiently
- A flexible, confident and hands-on approach
- Ability to deal with sensitive data in a professional and confidential manner
- Able to build positive relationships with people, to be assertive and persuasive

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:

- Relevant professional qualification <amend if appropriate>
- 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:

Vicki Parker, Head of Delivery South at victoria.parker@thefrontline.org.uk

