

Partner Engagement Officer

Partnerships and Placements

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.





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Important information

Reports to: Principal Partnerships Lead

Salary: £39,329.28 (£42,904.67 with 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 Partnership Team works closely with local authorities across England. We understand their priorities and identify how Frontline's programmes can support their workforce objectives. Through strong relationships, tailored advice and ongoing programme coordination, the team helps partners access the opportunities that best meet their needs, contributing to Frontline's mission of transforming the lives of vulnerable children and families.

Closing date: Thursday 19th November 2026, 9am

Interviews:

— From Wednesday 24th November (online, includes task)



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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 Partner Engagement Officer plays a key role in building and managing relationships with local authority partners across England. Working as part of the Partnerships and Placements team, you will manage a portfolio of prospective and existing partners, driving engagement and uptake across Frontline's programmes.

Combining stakeholder engagement, outreach and partnership development, you will identify new opportunities, strengthen existing relationships and support the achievement of programme targets. Working closely with colleagues across Frontline, you will help ensure partners receive a high-quality experience throughout their journey with us.

Key responsibilities

- Manage a portfolio of local authority partners, acting as the primary point of contact from initial engagement through to programme onboarding and delivery.
- Identify and engage prospective partners while maintaining strong relationships with existing local authorities.
- Promote Frontline's programmes and support activities that increase programme uptake and partner retention.
- Support local authorities throughout the partner journey, particularly set up, providing guidance, resolving queries and removing barriers to engagement.
- Deliver webinars, meetings and events to increase uptake of our programmes.
- Maintain accurate records, gather partner insight and contribute to reporting and continuous improvement activities.





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Experience and knowledge

	Essential or desirable	Where this will be assessed?
Experience building and maintaining positive relationships with external stakeholders, customers or partners	Essential	Interview and application
Experience communicating effectively with a range of audiences, both verbally and in writing	Essential	Interview and application
Experience working towards and achieving individual or team targets	Essential	Interview and application
Experience managing multiple priorities and delivering work to deadlines	Essential	Interview and application
Experience delivering presentations, events, webinars or engagement activities	Essential	Interview and application
Experience working with public sector organisations, local authorities or education providers	Desirable	Interview and application





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Skills and characteristics

	Essential/ desirable	How this will be assessed?
Strong relationship-building and communication skills, with the ability to engage a range of stakeholders.	Essential	Application and interview
Proactive, resilient and persistent, with the confidence to develop new relationships and maintain engagement.	Essential	Application and interview
Strong organisational skills, with the ability to manage competing priorities and deliver work to deadlines.	Essential	Application and interview
Ability to work independently, use initiative and identify solutions to challenges and opportunities.	Essential	Application and interview
Results-focused, with the ability to build engagement, overcome barriers and achieve programme targets.	Essential	Application and interview
Strong attention to detail and ability to maintain accurate records and data.	Essential	Application and interview
Understanding of partner retention and growth.	Desirable	Application and interview
Ability to analyse information and use insight to inform engagement activity and decision-making.	Desirable	Application and interview





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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.





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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.



Frontline

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

Frontline

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





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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

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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)

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