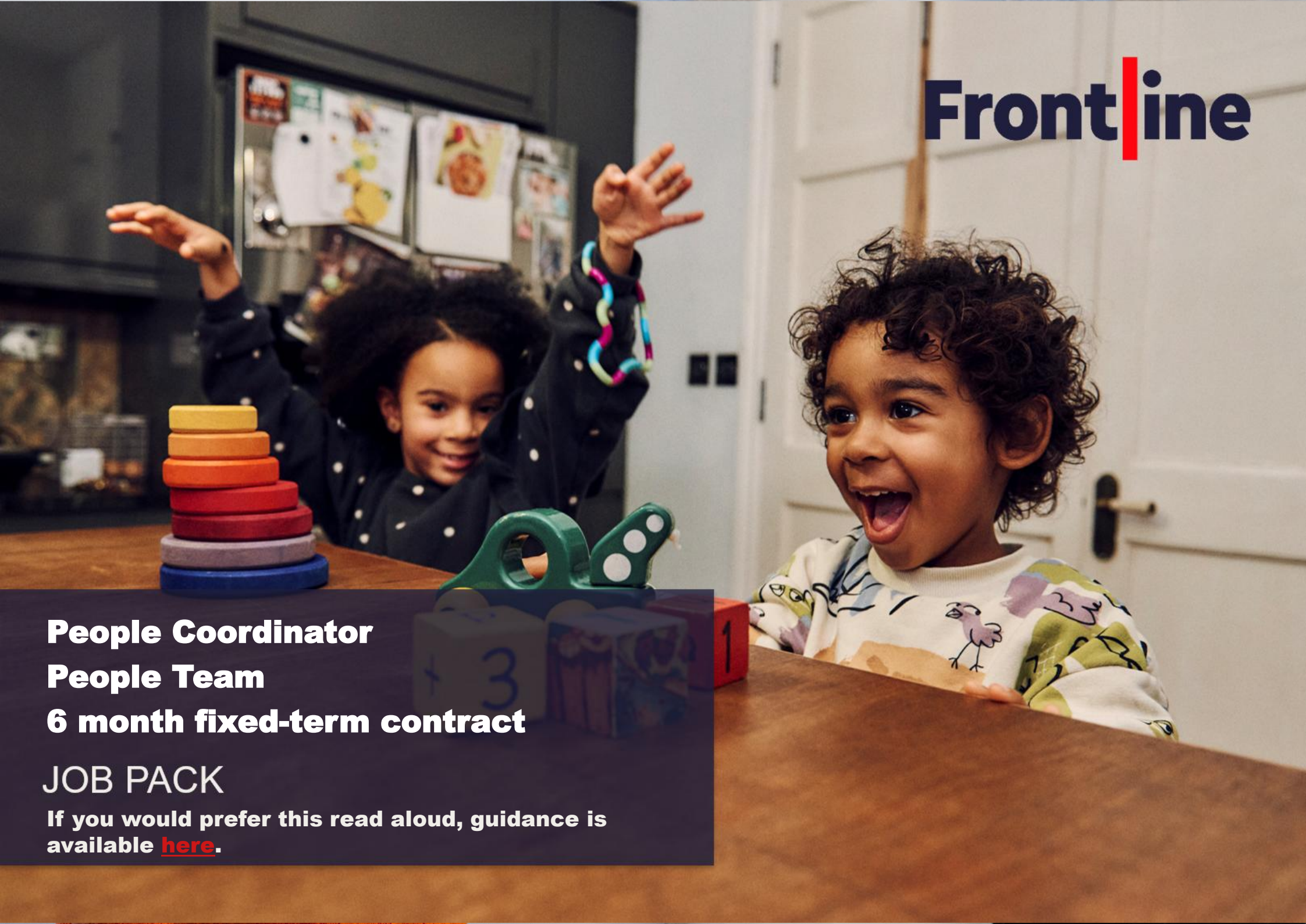


People Coordinator
People Team
6 month fixed-term contract

JOB PACK

If you would prefer this read aloud, guidance is available here.

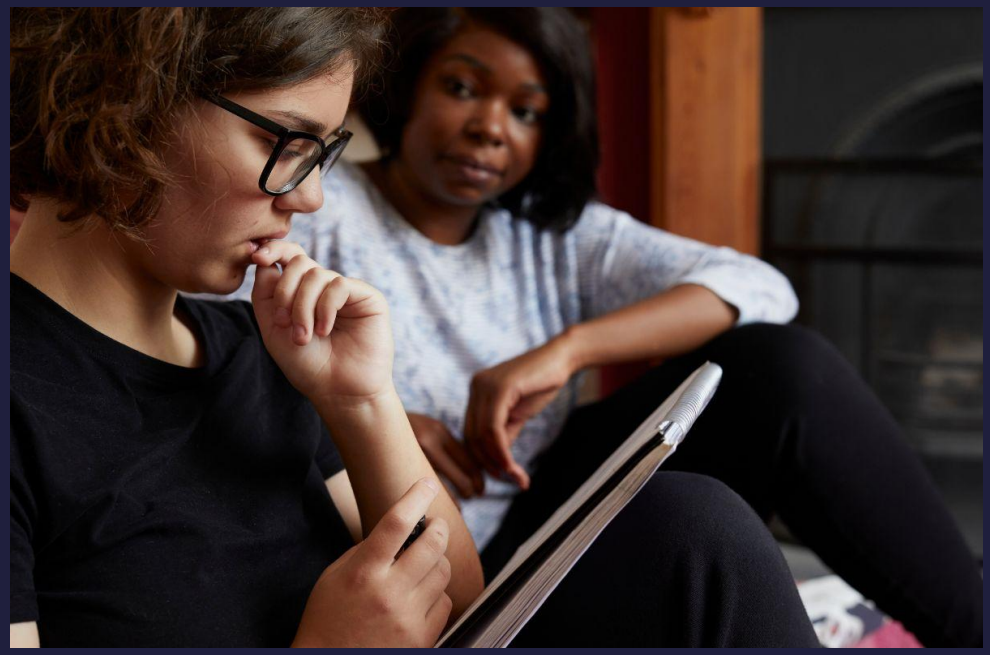
OUR MISSION

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 develop excellent practice and leadership in social work and other children's services. And we are cultivating innovative new approaches to child protection and driving positive systems change for 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, 30% of our employees are from global majority backgrounds, 6% are disabled, 18 are neurodivergent and 19% identify as LGBTQ+.

We are committed to being 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 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.

PinkNews Awards 2019 · enei · We are a Living Wage Employer · disability confident EMPLOYER · HALO HAIR CODE · Kinship Friendly Employer Silver standard

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. D&I, Sustainability)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Fellowship after one year of service

Family

- Enhanced Occupational Maternity, Adoption, Paternity and Shared Parental leave policies
- Foster and kinship care policy – support and time off for training (up to 10 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 – L&D Calendar and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach
- Mentoring scheme for underrepresented groups

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
- 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

THE ROLE

Reports to:
Head of People

Salary:
£29,151.91 (£32,727.26 if based in London receiving London Office Allowance) plus competitive pension

Contract:
Full Time, 6-month fixed term contract (part-time hours will be considered)

Location: Hybrid, minimum 2 days per week in 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.**

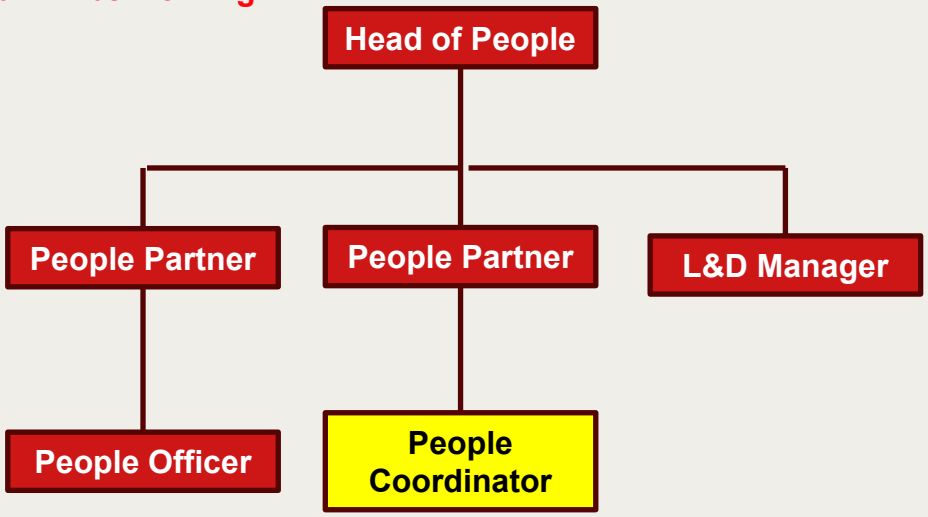
Direct reports: N/A

Closing date: 28 September at 9am

Interviews:
First round: 05 October 2026 (on-line)

Second round: TBC

The team you will be working in:



THE ROLE

Job description:

This six-month role has been created to provide additional capacity during a busy period of organisational growth and change, with a particular focus on supporting a high volume of recruitment activity and providing an efficient, inclusive and candidate-focused recruitment service across the organisation

Alongside recruitment, the role will support the People Officer with onboarding new starters and provide high-quality HR administration across the employee lifecycle. This is a fast-paced and varied role that would suit someone who is highly organised, proactive and passionate about delivering excellent people services.

Key responsibilities:

Recruitment

- Coordinate recruitment activity across the organisation, ensuring vacancies are advertised effectively on relevant platforms and within agreed timescales.
- Manage recruitment administration, including scheduling interviews, coordinating assessment activities and maintaining accurate recruitment records and trackers.
- Act as a key point of contact for candidates and hiring managers throughout the recruitment process, delivering a positive and inclusive experience.
- Coordinate reasonable adjustments for candidates and support the organisation's commitment to equitable and inclusive recruitment practices.
- Prepare offer documentation and support the completion of pre-employment checks, including references, DBS checks and right-to-work verification.
- Produce recruitment reports and data insights to support continuous improvement of recruitment processes.

THE ROLE

Key responsibilities (continued):

Onboarding

- Support the People Officer in coordinating onboarding activities for new starters, ensuring a smooth and welcoming transition into the organisation.
- Assist with preparing contracts, offer letters and onboarding documentation.
- Coordinate induction schedules, meetings and introductory sessions with managers and key stakeholders.
- Maintain accurate records relating to new starters within HR systems and personnel files.

Administration

- Provide high-quality administrative support across the employee lifecycle, maintaining accurate employee records and HR systems.
- Act as a first point of contact for routine People Team queries, providing timely responses and escalating where appropriate.
- Support the administration of absence, leave and other employee records, ensuring data is accurate and up to date.
- Provide administrative support to People Team projects and initiatives as required.
- Contribute to the organisation's diversity, equity and inclusion objectives by embedding inclusive practices across recruitment and people processes.

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.

THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Experience of coordinating recruitment processes within a busy environment and managing multiple recruitment activities simultaneously	Essential	*Application*
Experience of providing high-quality administrative support, ideally within a People/HR function	Essential	*Application*
Knowledge of recruitment best practice and an understanding of the importance of delivering an excellent candidate experience.	Essential	*Application*
Experience of using applicant tracking systems, HR systems or other database management systems.	Desirable	*Application*
Strong working knowledge of Microsoft Office applications, particularly Outlook, Word and Excel	Essential	*Interview and Application*
Understanding of employee onboarding processes and HR administration.	Essential	*Interview and Application*
Awareness of equality, diversity and inclusion principles and their application within recruitment and people practices	Essential	*Interview and Application*

THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Excellent organisational skills, with the ability to manage multiple recruitment activities and competing priorities simultaneously.	Essential	*Application*
Strong attention to detail and commitment to producing accurate work.	Essential	*Application*
Excellent written and verbal communication skills, with the ability to build positive relationships with a wide range of stakeholders.	Essential	*Application and Interview*
Ability to handle confidential and sensitive information with professionalism and discretion.	Essential	*Application and Interview*
A proactive and customer-focused approach with a commitment to delivering excellent service	Essential	*Application and Interview*
Strong problem-solving skills and the ability to identify opportunities for process improvement.	Essential	Application and Interview
Adaptable and flexible, with the ability to respond positively to changing priorities.	Essential	*Interview*

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

Right to Work

We welcome applications from all candidates who have the right to work in the UK, this role is not eligible for visa sponsorship under Home Office criteria.

This post is subject to an enhanced 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:
Louise Theophile, Head of People at louise.Theophile@thefrontline.org.uk

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