

A man with short brown hair, a beard, and glasses is sitting at a desk in an office. He is wearing a light-colored long-sleeved shirt and is looking towards the left. His hands are on a laptop keyboard. In the background, there is a large window showing a view of trees and a building. Another person is visible in the background, working at a desk. The office has modern decor with multiple computer monitors on the desk.

# Frontline

**People Partner**  
**People Team**  
JOB PACK

# OUR MISSION

Over 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 and their families by developing excellent social work practice and leadership through our programmes, and 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.



# 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.



# 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:**  
Head of People

**Salary:**  
£44,400 - £53,747.68 depending on experience (inclusive of London Office Allowance if you are based in London) plus competitive pension

**Contract:**  
Full Time, Permanent.

**Location:** Hybrid. If you are based in London you are required to attend the London office twice a week. If you are based outside of London, you are required to attend the London office once a month. **Please note that travel to the London office is at your own expense.**

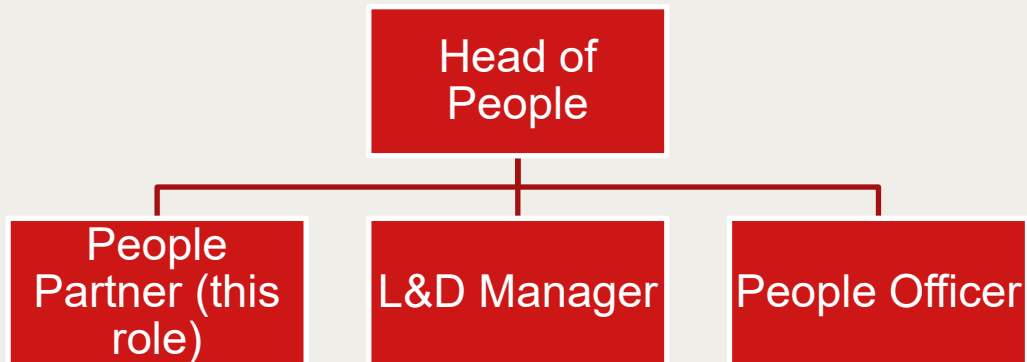
**Direct reports:**  
None

**Closing date:** 03 August at 9am

**Interviews:** 1st round 10th Aug (Online)

2nd round 13th Aug (In person)

**The team you will be working in:**



# THE ROLE

## Job description

As our People Partner, you'll work alongside leaders across the organisation to build high-performing, inclusive teams, by developing confident managers and supporting them to make great people decisions. You'll act as a trusted adviser to managers across the full employee lifecycle, balancing strategic thinking with practical delivery. Whether supporting organisational change, recruitment, talent, employee relations or wider people projects, you'll bring sound judgement, a coaching style and a pragmatic approach to achieving great outcomes for our people and the organisation.

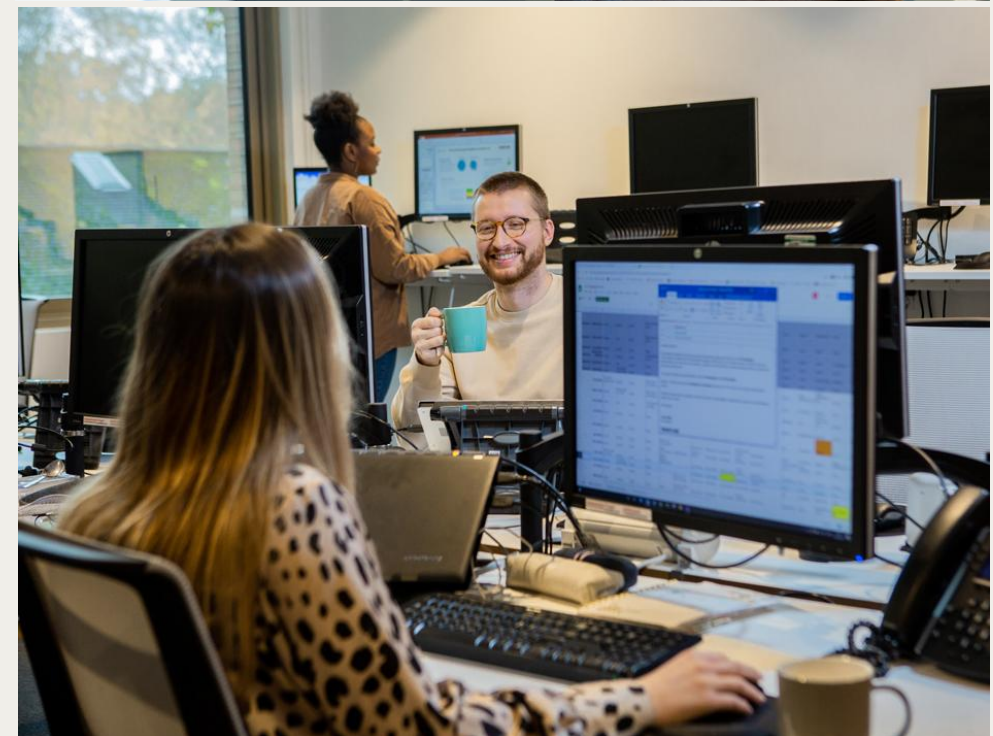
## Key responsibilities:

### Business Partnering

- Partner with managers to strengthen leadership capability, support effective decision-making and develop confident people management practices.
- Provide expert, balanced and pragmatic advice on employee relations matters including absence, performance, conduct, grievances, capability and organisational change.
- Provide proactive coaching, advice and challenge across the employee lifecycle.
- Build manager capability by coaching leaders to identify and address people challenges early, preventing issues from escalating where possible.
- Support managers to implement organisational change in a way that reflects our values, culture and organisational priorities

### Talent Management

- Develop approaches to attract, recruit and retain high-performing and diverse talent.
- Ensure recruitment processes are equitable, efficient and aligned to organisational values.
- Support managers to build high-performing teams through effective recruitment, performance management, talent development and succession planning.
- Support the delivery of the organisation's talent strategy, helping managers identify and develop talent while planning for future workforce needs.



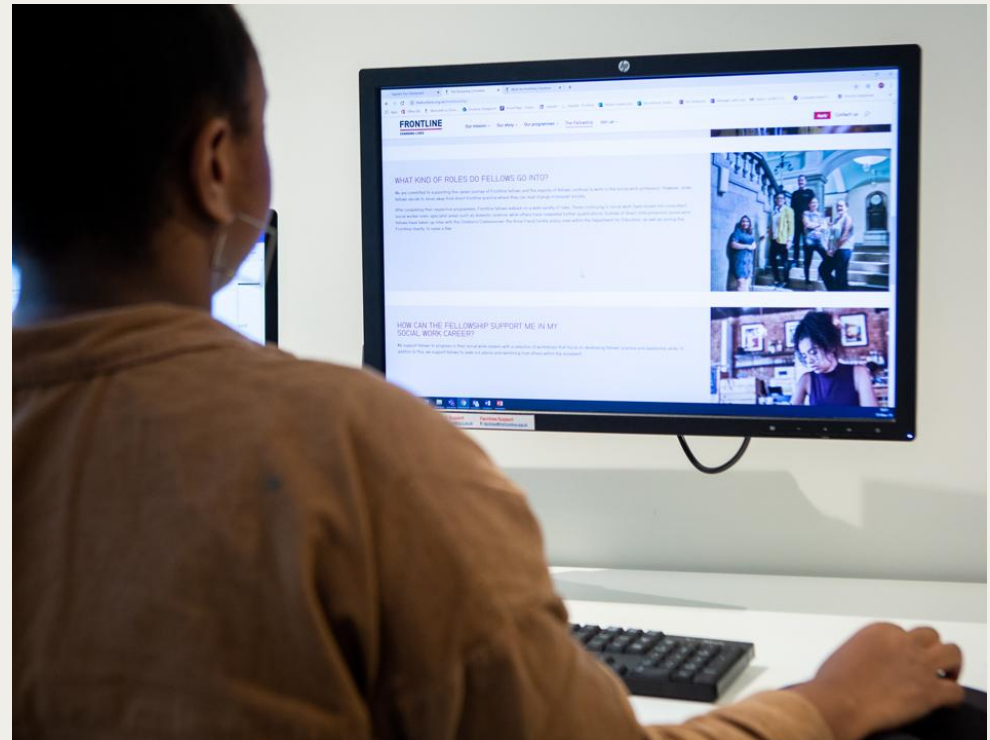
# THE ROLE

## People strategy and improvement

- Take ownership for reviewing and improving People policies, guidance and processes.
- Identify themes and trends from business partnering activity and translate these into practical improvements.
- Contribute to organisation-wide People initiatives and projects.
- Use insight and data to inform decisions and influence stakeholders
- Contribute people team priorities and projects, adapting priorities as organisational needs evolve.
- Role model organisational values and act as an ambassador for the People Team

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.

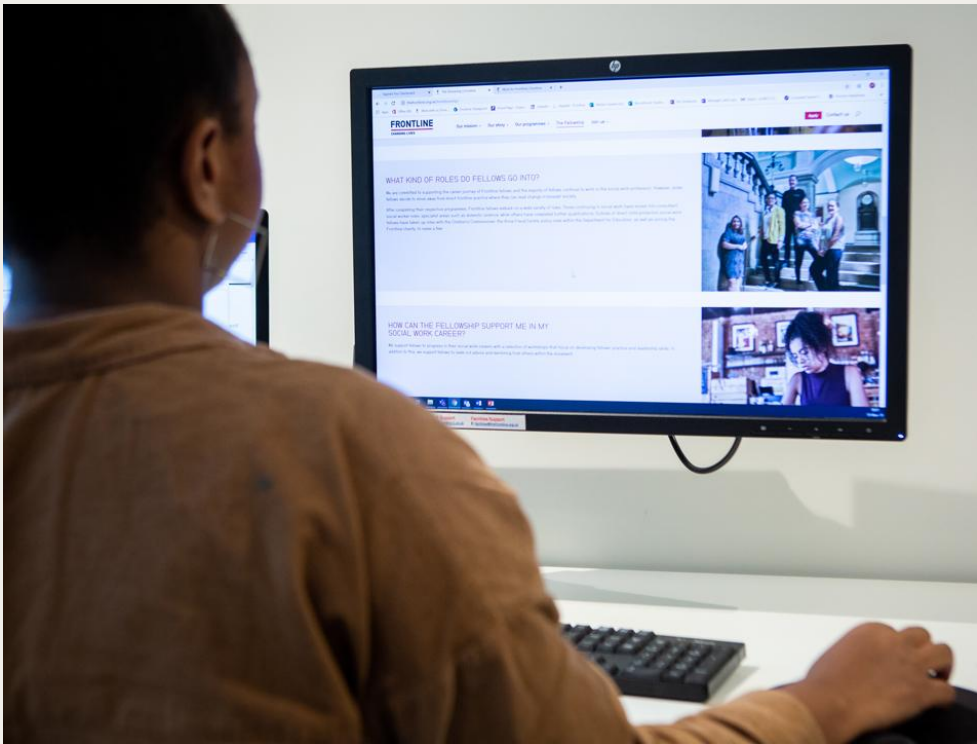
Please let us know how we can make the recruitment process more accessible for you by emailing [people@thefrontline.org.uk](mailto:people@thefrontline.org.uk)



# THE ROLE

## Person specification:

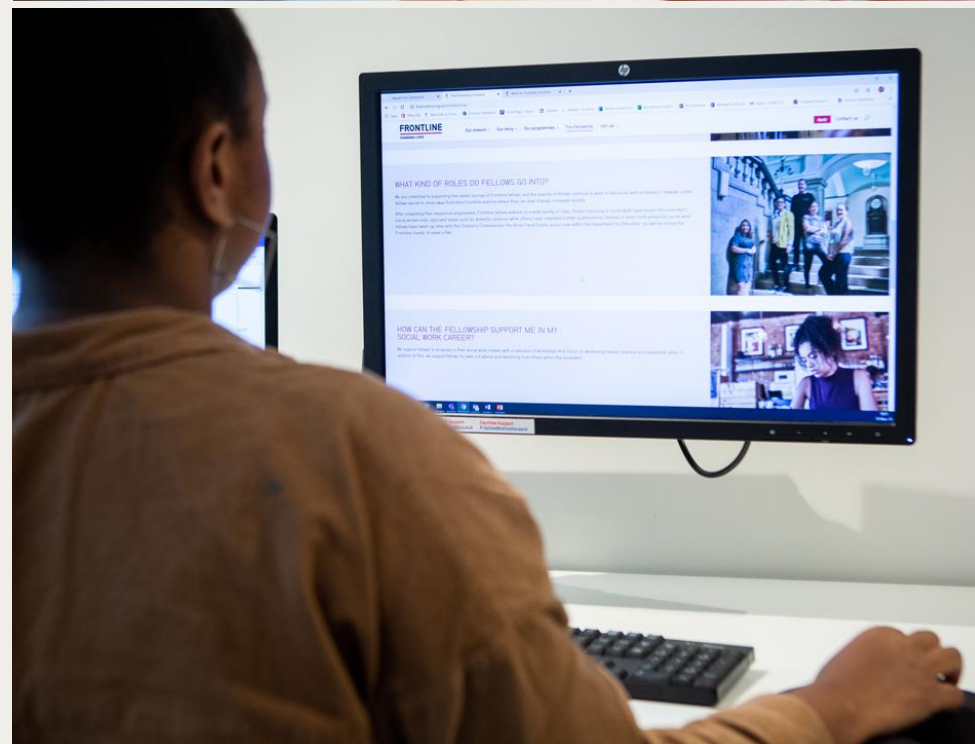
| Experience and Knowledge                                                                                                              | Essential or Desirable | Where this will be assessed? |
|---------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------|
| Previous experience operating in a People Partner, Senior HR Adviser role (or similar)                                                | Essential              | Application                  |
| Experience of independently advising managers across a broad range of employee relations matters, including complex cases.            | Essential              | Application                  |
| Experience partnering with managers across recruitment, workforce planning and/or talent management                                   | Desirable              | Interview                    |
| Experience of working within a mission-led, or charity context                                                                        | Desirable              | Application                  |
| Demonstrable experience of using a coaching style with the ability to influence, challenge and build management capability            | Essential              | Interview Task               |
| Good knowledge of employment law and best practice with the ability apply policy proportionately whilst balancing organisational risk | Essential              | Interview and Application    |
| CIPD qualified                                                                                                                        | Desirable              | Application                  |



# THE ROLE

## Person specification:

| Characteristics and Skills                                                                                 | Essential or Desirable | Where this will be assessed? |
|------------------------------------------------------------------------------------------------------------|------------------------|------------------------------|
| Strong relationship-building and stakeholder management skills                                             | Essential              | Interview                    |
| Ability to understand organisational priorities and translate them into practical people solutions.        | Essential              | Interview                    |
| Comfortable operating autonomously, exercising professional judgment and taking ownership for outcomes     | Essential              | Interview                    |
| Ability to navigate ambiguity and prioritise competing demands effectively                                 | Essential              | Interview                    |
| Able to maintain professionalism and influence constructively.                                             | Essential              | Application                  |
| Strong understanding of risk and confidence in knowing when to escalate.                                   | Essential              | Application                  |
| Demonstrates commitment to creating inclusive and high-performing cultures.                                | Essential              | Interview                    |
| Enjoys variety and is comfortable working in a role where priorities may evolve as the organisation grows. | 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 may be eligible for sponsorship under home office criteria

## How to apply:

If this sounds like the right role and organisation for you, please apply by following this link.xxx

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](mailto:Louise.Theophile@thefrontline.org.uk)

