

A man with short brown hair, a beard, and glasses is sitting at a desk in a modern 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 green trees and a city skyline. Another person is visible in the background, working at a desk. The office has a clean, professional look 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

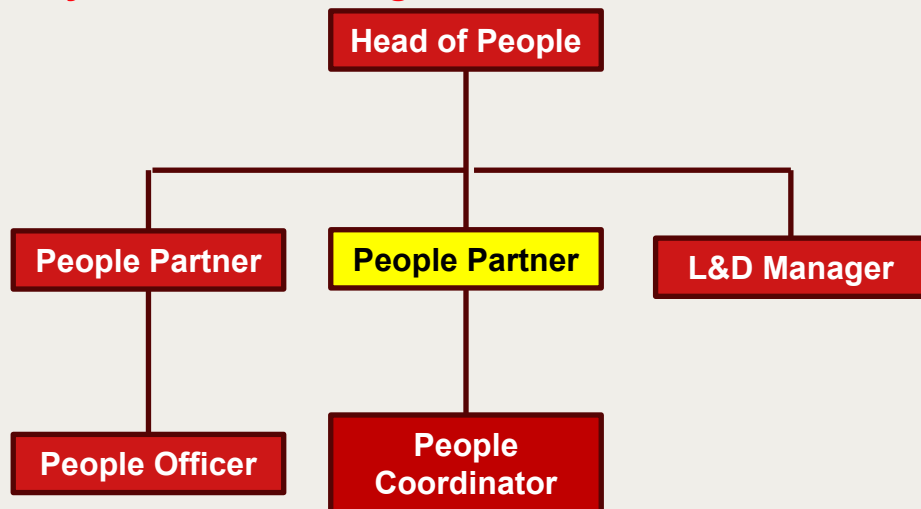
Reports to:
Head of People

Salary:
£45,288.27 (£48,863.65 if you are receiving London Office Allowance) 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.**

The team you will be working in:



Direct reports:
None

Closing date: Monday 28 September at 9am

Interviews: First round 01 October 2026 (online)

Second round: 07 October 2026 (in person)



THE ROLE

Job description

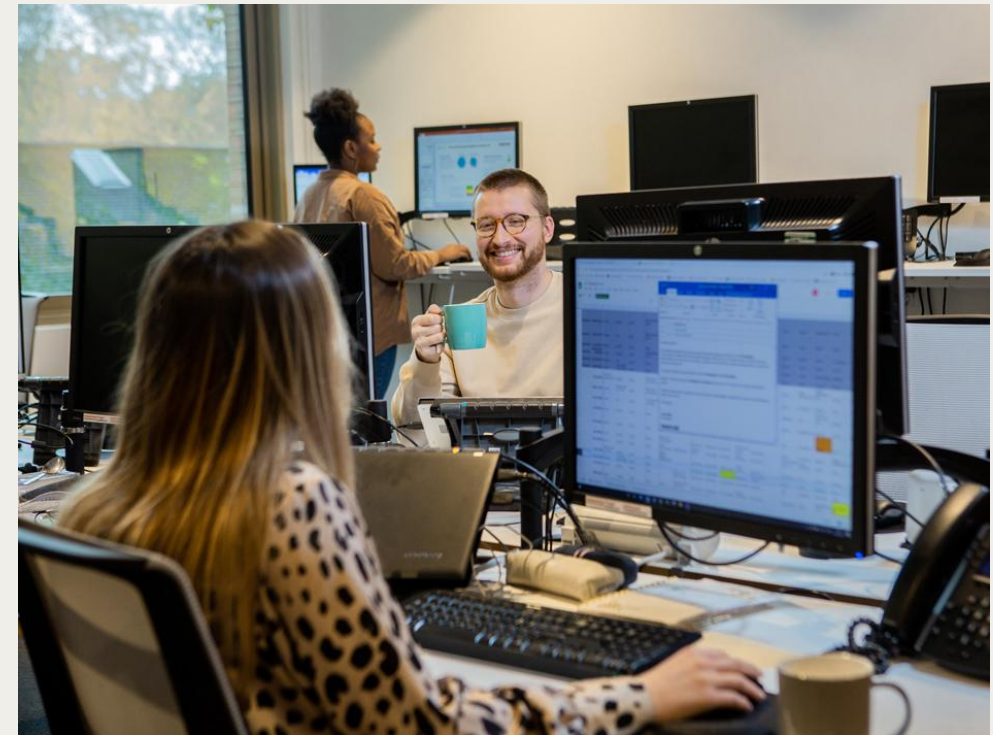
As our People Partner, you'll work alongside leaders across the organisation to build high-performing, inclusive teams, by developing confident managers and supporting them to make great people decisions. You'll act as a trusted adviser to managers across the full employee lifecycle, balancing strategic thinking with practical delivery.

You'll join at an important period of development for Frontline, working across a varied portfolio of business partnering activity and People projects as our organisational needs continue to evolve. 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.
- Advise managers on organisational and contractual change, helping them assess people implications, identify appropriate approaches and navigate consultation and change processes fairly and effectively.
- Coach and support managers to lead their teams through periods of change and uncertainty, ensuring effective communication and engagement
- 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 build high-performing teams through effective recruitment, performance management, talent development and succession planning.



THE ROLE

Organisational Development

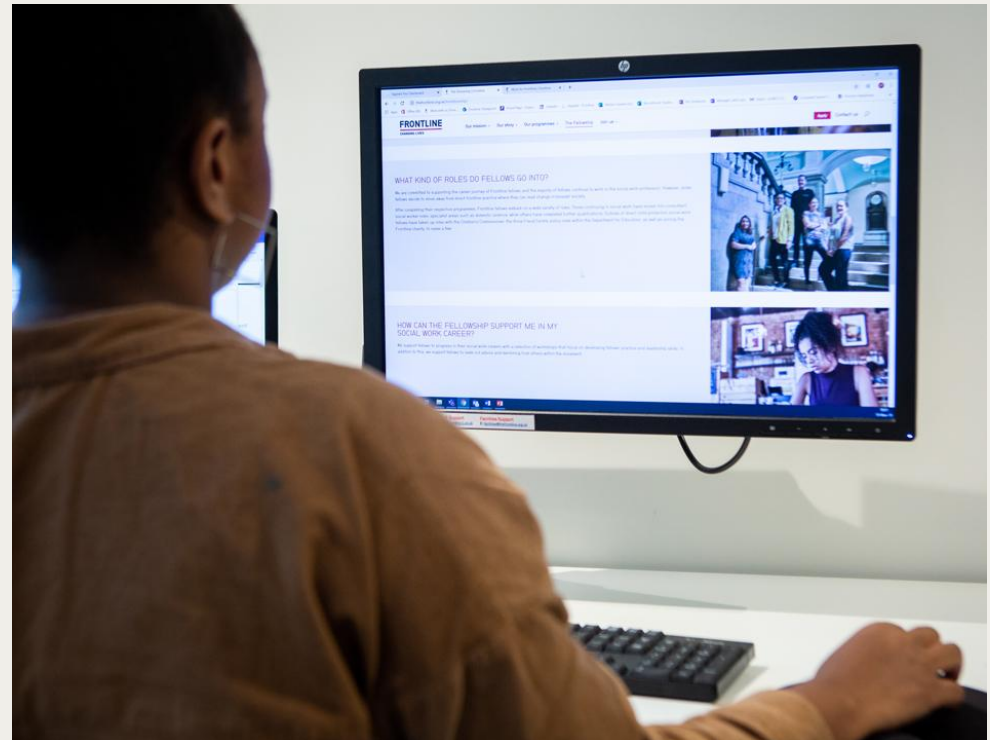
- Lead and contribute to People projects and initiatives in response to organisational priorities, taking ownership from development through to implementation.
- Support the delivery of our talent and workforce priorities, including performance, development and succession planning.
- Partner with managers on workforce planning and organisational change, helping teams adapt as organisational needs evolve.
- Use insight, feedback and data to identify opportunities to strengthen organisational effectiveness and employee experience

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.
- Develop strategies that support effective, inclusive recruitment and retention
- Use insight and data to inform decisions and influence stakeholders
- Take ownership of and contribute to People Team priorities and projects, adapting focus 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.

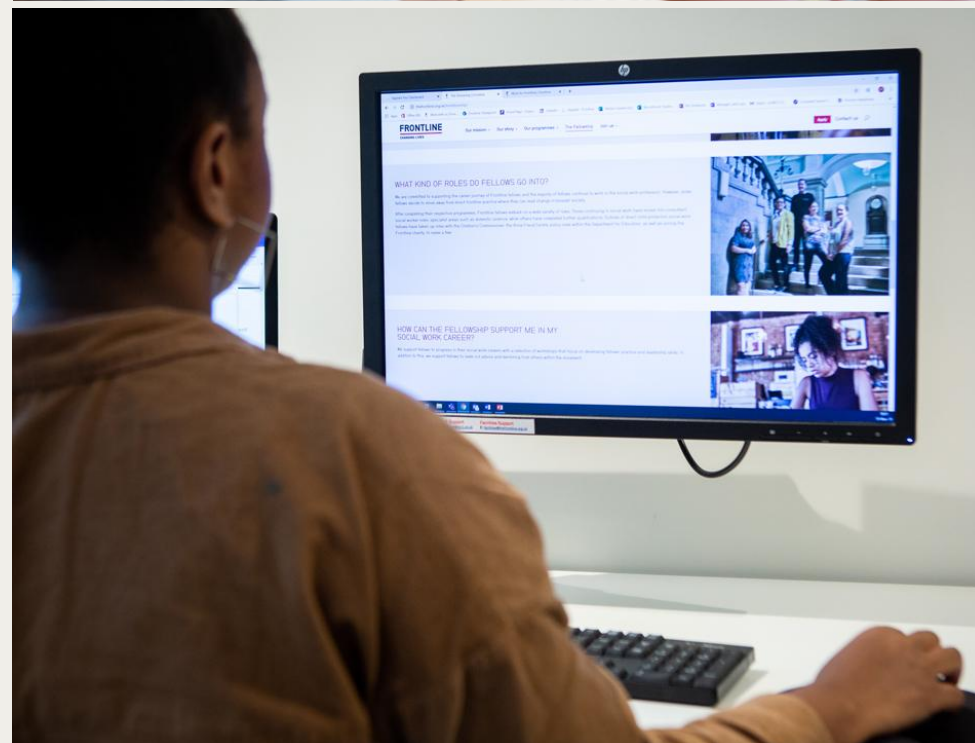
Please let us know how we can make the recruitment process more accessible for you by emailing people@thefrontline.org.uk



THE ROLE

Person specification:

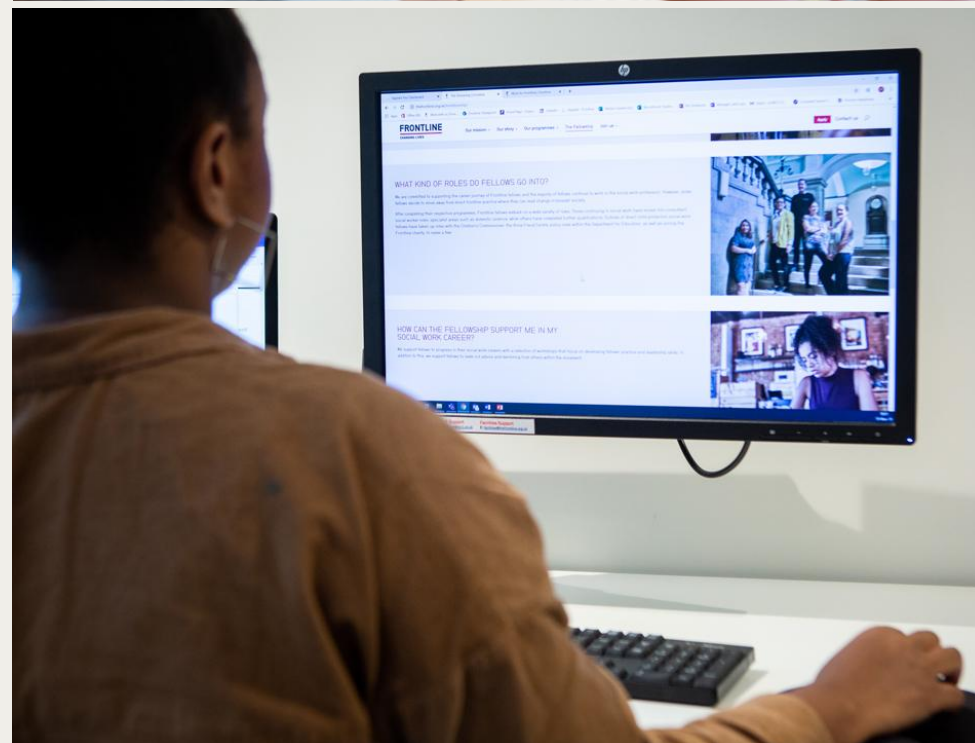
Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Previous experience operating in a People Partner, Senior HR Adviser role (or similar)	Essential	Application
Experience of independently advising managers across a broad range of employee relations matters, including complex 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
Experience advising and supporting managers through organisational and contractual change, including consultation processes	Essential	Application and interview



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](#).

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

