

A young woman with long braids, wearing an orange sweater, is smiling and looking towards a young man with short brown hair, wearing a striped turtleneck. They are standing in front of a large, metallic, hourglass-shaped sculpture. The woman is on the left, and the man is on the right, with his hands raised as if in conversation. The background is a light-colored wall with the sculpture's structure.

Frontline

Youth Engagement Manager

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:
Fellowship and Engagement Lead

Salary:
£39,512.06 (£42,898.80 with London weighting), plus competitive pension

Contract:
Full time, permanent (currently funded for three years)

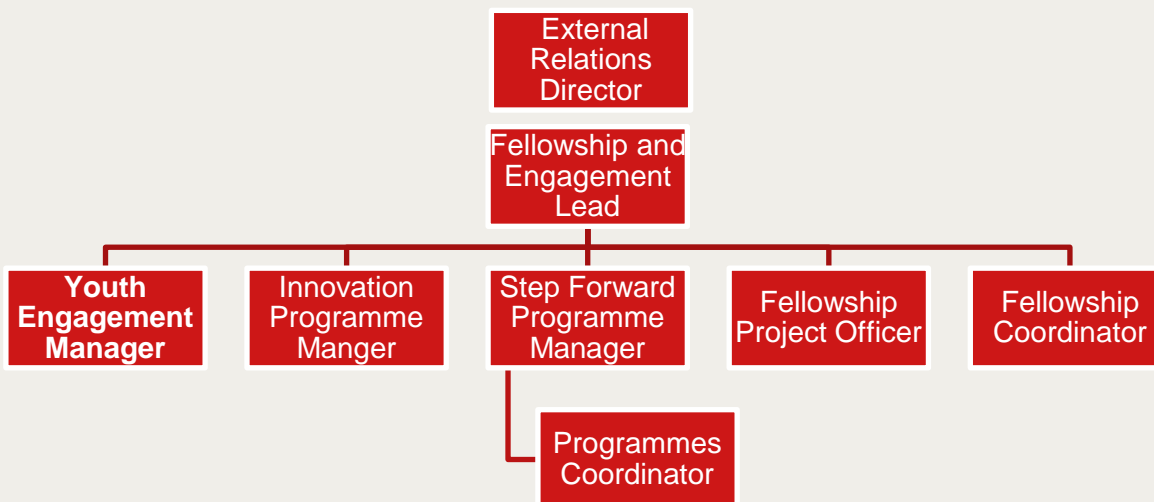
Location:
London weighting – hybrid, minimum two days a week in London office
Non-London weighting – one day a fortnight in office (travel reimbursed)

Direct Reports:
None

Closing date: 12pm,
Thursday 14 November

Interviews:
First interview: Thursday 21
November (online)
Second interview: Monday 25
November (online)

The team you will be working in:



THE ROLE

As England's largest social work charity, making life better for children whose family need the support of a social worker and keeping them safe from harm is at the heart of everything Frontline does. Since our founding in 2013 we have worked with experts by experience across our programmes, and in 2023 set up a young people's advisory board to ensure that we are hearing and being shaped by the voice of lived experience throughout the organisation.

We have now secured funding to expand this work, and are looking to hire a new youth engagement manager who will bring our work with experts by experience into a more coherent joined-up structure and offer, and to be the central point of contact for the organisation for our work in this area. The postholder will lead and coordinate our work with social work experienced experts that falls into three streams: our young people's advisory board which brings young people together, contributing to workshops, presentations and training sessions, and representing young people and the charity at various internal and external events; care-experienced assessors who help assess students applying to become child protection social workers; and experts by experience who help ensure our programmes and materials are relevant.

This role will sit within the Fellowship team, within the wider external relations directorate, and be managed by the Fellowship and engagement lead, supported by our chief social worker and a steering group of staff and trustees. This will ensure that we are connecting fellows – social workers who have completed one of Frontline's programmes – to our young people's work. The postholder will also have strong links with our communications and fundraising teams, which also sit within the external relations directorate.



THE ROLE

Job description:

The postholder will shape and grow all our work with and for young people with experience of social work, ensuring all involved have a positive experience. Our goal is to improve social work by listening to the needs of children and young people with lived experience. By involving them in all aspects of our work, we can make social work more effective and responsive for vulnerable children and families across England.

Key responsibilities:

- Bring together all individuals with care and social work experience, helping them to have a bigger influence on Frontline's mission to create social change for vulnerable children without a safe and stable home.
- Lead and grow the young people's advisory board, recruiting and inducting new members.
- Develop a programme of activities for the young people's advisory board and other experts by experience which includes quarterly meetings, day sessions and residentials each year.
- Collaborate with the Fellowship team to aid the development of future opportunities available fellows, using insights, voices and experiences from young people directly.
- Develop a mentoring programme for all of Frontline's experts by experience through our Fellowship.
- Act as the primary contact for other teams working with experts by experience, ensuring sensitive and appropriate recording on our database.
- Establish policies, plans, and risk assessments for a well-organised and safe experience across all activities.
- Ensure high-quality experiences for all of our experts by experience, offering learning opportunities across various Frontline teams.
- Ensure that we have processes in place to enable experts by experience to contribute to all programme content, providing personal experiences (as appropriate and agreed), advice and diversity of thought.
- Collaborate with the evaluation team to ensure we are collecting feedback and data to evidence impact.
- Work with the comms team to ensure the voices and work of our experts by experience are visible through our communications.
- Work with the fundraising team to report to funders and identify and secure further funds to continue and support this vital work.



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Direct experience of working with young people (14-25) and ability to cultivate relationships	Essential	Interview and Application
Knowledge and understanding of the issues that care and social work experienced young people face, and national policy affecting children's social care	Essential	Interview and Application
Knowledge and understanding of the principles and practice of engagement and facilitation with groups of young people	Essential	Interview
Experience or understanding of the nature of co-production and its value in producing youth-led initiatives	Desirable	Interview
Experience of reporting to funders and working to attract new funding	Desirable	Interview
Experience of working in the social care or youth sector	Desirable	interview



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong relationship management and interpersonal skills, with the ability to listen to, and understand, young people	Essential	Application
Passionate about the power and need to hear, incorporate and raise the voices of young people and adults to improve social work	Essential	Application and interview
Ability to assess, prioritise and manage a varied and demanding workload	Essential	Application and interview
Ability to build relationships across different teams and functions	Essential	Application and interview
Champion of equality, diversity and inclusion	Essential	Interview
Exceptional communication and IT skills (e.g. CRM, Microsoft)	Essential	Application and interview

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:

- 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:

Jackie Sanders, External Relations Director

jackie.sanders@thefrontline.org.uk

