

A photograph of two young children sitting at a wooden table. The child on the left is a girl with dark curly hair, wearing a dark blue jacket with white polka dots and a colorful beanie. She has her arms raised in excitement. The child on the right is a boy with dark curly hair, wearing a white sweater with a colorful pattern. He has a wide, joyful expression with his mouth open. On the table in front of them are several toys: a stack of colorful wooden rings (yellow, orange, red, purple, blue), a pair of green plastic scissors, and a red wooden block with the number '1' on it. In the background, there is a white door and a dark wall with several papers or drawings pinned to it.

## Selection Administrator (Coordinator) Recruitment Team

### 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](mailto: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 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:**  
Selection Officer

**Salary:**  
£26,227.50 (£29,732.78 with London Office Allowance) plus competitive pension

**Contract:**  
Full Time, fixed-term contract for 8 months from September 2026

**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.

**Closing date:**  
9am 13 July, but please note we may close earlier based on the success of applications received

**Interviews:**  
To be confirmed - week commencing 27 July

Interviews will be conducted online,



## The team you will be working in:

You will be joining the recruitment team for Approach Social Work, a three-year programme where participants qualify as a social worker, study for a master's degree and work directly with children and families.

Our recruitment team is made up of:

- Attraction team: who work to attract people to Approach from the areas we work nationally, and support applicants to progress and succeed in their applications
- Selection team: who deliver the high-volume selection and assessment process

As a Selection Coordinator, your work will be integral to our mission to create social change for children who do not have a safe or stable home.

# THE ROLE

## Job description:

You will be joining us at our busiest time and will have day to day logistical and admin responsibilities with focus on supporting applicants through the selection stages of our programme, Approach Social Work. You will work with the Selection team and share responsibilities between other Selection Coordinators to ensure the delivery of a highly effective and efficient recruitment process and to ensure the candidate experience is positive throughout. This role would particularly suit someone who has had some experience interacting with customers, for example in admin support, retail, hospitality, customer service, or similar.

*Please note that 'Administrator' is the title we use for advertising. Internally, administrators are known as 'Coordinators' so this role's full title is Selection Coordinator.*

## Key responsibilities:

- Be the main point of contact for candidates throughout the selection process by responding to candidate queries, supporting the implementation of reasonable adjustments and producing feedback reports after assessment centres.
- Coordinate virtual assessment centres; manage scheduling, liaise with assessors and stakeholders, troubleshoot minor technical issues with the platform, and oversee the smooth running of the day.
- Manage the logistics involved in planning and delivering over 50 assessment centre days (e.g. responding to candidate queries, monitoring candidate sign up, scheduling assessors).
- Track and monitor candidate information using our online customer relationship management system, virtual assessment platform and Microsoft Excel using careful attention to detail.



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
<i>Excellent written communication skills with ability to compose clear and professional emails and messages.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Highly organised with a proven ability to plan effectively and manage multiple conflicting priorities, ensuring deadlines are met.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Excellent attention to detail with ability to follow processes consistently and ensure information is accurate.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Excellent verbal communication skills.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Prior experience engaging with customers professionally (E.g. in customer service, hospitality, retail, or similar.)</i>	<i>Desirable</i>	<i>Interview and Application</i>
<i>Experience in tracking and monitoring data with careful attention to detail to ensure accuracy.</i>	<i>Desirable</i>	<i>Interview and Application</i>



# THE ROLE

## Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
<i>An effective problem solver with the ability to adapt and show flexibility especially when working in pressurised situations such as assessment centres.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Willingness to give and receive feedback in order to continually improve and learn.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Passionate about selection work and motivated to contribute to Frontline's mission.</i>	<i>Essential</i>	<i>Interview and Application</i>
<i>Self-motivated to take responsibility of assigned tasks and deliver high-quality work within tight timeframes.</i>	<i>Essential</i>	<i>Interview and Application</i>

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

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

This role is ineligible for sponsorship and so all applicants must have the right to work in the UK.

## 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:

Hiba Dajani at [hiba.dajani@thefrontline.org.uk](mailto:hiba.dajani@thefrontline.org.uk)

