

## **Academic Programmes Administrator Programme Management**

### **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 racialised minority 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, Racialised Minority, 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:**  
Academic Registrar

**Salary:**  
£27,613.80 (£31,000.53 including London Office Allowance) plus competitive pension

**Contract:**  
Full Time, Permanent

**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.

## The team you will be working in:

Programme Management is the central function that allows the [Approach Social Work programme](#) to operate nationally, and at scale. We ensure the smooth and efficient delivery of the programme, from acceptance to graduation.

The Academic Registry team, one of the sub-teams within programme management, is responsible for ensuring that participants' academic programme journeys are well-administered. The Academic Registry team are responsible for areas such as academic policies and processes (including for assessment and student records), along with several other operational aspects of Frontline's academic provision, from attending and preparing data for examination boards or exceptional circumstances panels, to liaising with external markers.

Please note that the title “Administrator” is only being used for the purpose of advertising to the right audience for this role. At Frontline, ‘administrators’ are called ‘Coordinators’ so the full title for this role upon appointment will be ‘Academic Programmes Coordinator’.

**Closing date:** 9am, Monday 29 Sept 2025

**Interviews:**  
**First round:** Tuesday 14 Oct 2025  
(online via Microsoft Teams – including written task)

**Second round:** Friday 17 Oct 2025  
(in-person in our London office)





# THE ROLE

## Job description:

The Academic Programmes Coordinator will work primarily as part of the Academic Registry, within Programme Management, to contribute to a first-class participant experience on the Approach Social Work programme.

The Coordinator will be required to be flexible and adaptable in response to diverse requirements in the wider team through the academic year. A high standard of customer service is expected throughout, including at peak periods.

We are looking for someone who is committed to the values of Frontline and has a 'can-do' attitude. You will be highly numerate and organised, with excellent attention to detail and an awareness of the implications of handling personal data. Experience of working within a higher education environment is desirable.

## Key responsibilities:

### Communications and relationships

- Act as first point of contact for queries from various stakeholders, working closely with regional delivery teams to ensure that applicants, participants and Fellows (our programme alumni) are fully supported with the information they need
- Build strong working relationships within Frontline and with key departments of our validating higher education institution (HEI) in order to resolve queries efficiently
- Service online and in-person meetings as required, including scheduling, circulating papers, coordinating breakout sessions and writing minutes.

### Assessment and data management

- Provide support to the academic registrar for all registry functions, including the recording of assessment outcomes and preparation for exam boards
- Maintain accurate participant records, ensuring that all data is maintained and shared appropriately and in line with legal and regulatory requirements
- Other job-related duties as assigned, including supporting other teams at their busier times.



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Previous administrative experience in a busy customer- or student-facing role	Essential	Interview and application
Clear understanding of, and enthusiasm for, Frontline's mission and vision	Essential	Interview and application
Experience of working in a Higher Education (or similar) environment	Desirable	Interview and application
Experience of supporting and minuting meetings and/or panel hearings	Desirable	Interview and application
Experience of working with a CRM or student records database	Desirable	Interview and application





# THE ROLE

## Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Excellent communication skills and the ability to convey complex information clearly and assertively	Essential	Application, task and interview
Strong IT skills, including competency with Microsoft Office	Essential	Application and task
High level of organization; able to manage multiple strands of work in a busy environment with competing priorities	Essential	Application and interview
Willingness to learn new skills and solve problems proactively	Essential	Application and interview
Attention to detail, with the ability to produce accurate work to a high standard	Essential	Application, task and interview
A commitment to anti-discriminatory practice	Essential	Application, task and interview

Diversity means stronger teams, and we want Frontline to reflect the communities we serve. Therefore, we are actively seeking applicants from racialised minority 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:

Jenni Rhodes, Academic Registrar at [jennifer.rhodes@thefrontline.org.uk](mailto:jennifer.rhodes@thefrontline.org.uk)

