



# **Business Development Coordinator**

## **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](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:

Business Development Manager

## Salary:

£28,222.90 (£31,609.65 with London office allowance) plus competitive pension

## Contract:

Full Time, Permanent

National with regular travel across the UK (2-day office attendance per week if London based)

**Closing date:** 9am, Monday 21 July

## Interviews:

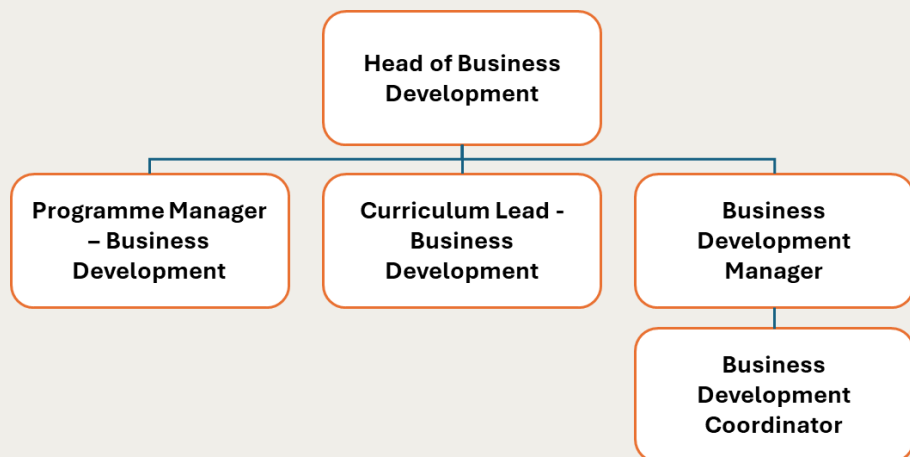
**First round: Wednesday 30 July**  
(online via Microsoft Teams)

**Second round: Wednesday 6 August**  
(online via Microsoft Teams)



## The team you will be working in:

The Business Development team is a recently established and growing team at Frontline. The team is responsible for delivering and developing high-quality leadership programmes, workforce development training, and commissioned projects that support practitioners and leaders across the children's social care sector. We work collaboratively across Frontline to ensure that these offers extend the organisation's mission impact and contribute to its financial sustainability. The team is ambitious, collaborative, and committed to innovation, equity, and continuous improvement.





# THE ROLE

## Job description:

As Business Development Coordinator, you will play a vital role in supporting the effective delivery of Frontline's leadership development programmes and workforce development training offers. You will provide high-quality administrative, operational and project support across the Business Development team, working closely with the Business Development Manager and Programme Manager to ensure smooth programme delivery and excellent participant experiences.

Your responsibilities will include supporting communications, logistics, resource management, scheduling, and data tracking. This is a key role for an organised, proactive and collaborative individual who is passionate about supporting work that improves leadership and practice across the children's social care sector.

## Key responsibilities:

### Programme and delivery operations

- Provide operational and administrative support for the delivery of leadership development programmes and workforce development training offers.
- Attend workshops and residentials, both in-person and online, to support seamless delivery and participant experience.
- Coordinate logistics such as venues, facilitators, resources, digital materials, and participant communications to ensure smooth and high-quality delivery.
- Liaise with external facilitators and manage their contracts, fees and travel arrangements.
- Maintain tracking systems for participant data, attendance, and evaluation outputs.

### Communications and resource management

- Draft and manage participant communications, including joining instructions, programme updates, feedback surveys, and certificates.
- Prepare high-quality programme materials, resources, and digital assets in collaboration with the wider team.

### Project support and process improvement

- Support project planning, risk tracking, and logistics mapping for leadership and training offers.
- Identify and suggest improvements to administrative processes, templates, and delivery systems to enhance efficiency and participant experience.

### General team and administrative support

- Provide administrative support to the Business Development team, including meeting coordination, calendar management, and document handling where required.
- Assist with reporting tasks, information collation, and maintenance of project documentation.



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Administrative or operational support within a programme, project, training, or event delivery environment	<i>Essential</i>	<i>Application/ Interview</i>
Coordinating logistics such as venues, facilitators, travel arrangements, and managing accessibility and participant support requirements	<i>Essential</i>	<i>Interview</i>
Preparing communications, documents, or digital materials for internal or external audiences	<i>Essential</i>	<i>Interview</i>
Managing or maintaining tracking systems, databases, or project documentation	<i>Essential</i>	<i>Application/ Interview</i>
Providing responsive support to participants, clients, or customers	<i>Essential</i>	<i>Interview</i>
Confident working with digital systems, databases, and Microsoft Office tools to support delivery	<i>Essential</i>	<i>Application/ Interview</i>
Supporting feedback collection, evaluation activities, and the collation of client testimonials or case study material	<i>Desirable</i>	<i>Interview</i>
Knowledge of leadership development, workforce development, education, or children's social care sectors	<i>Desirable</i>	<i>Interview</i>





# THE ROLE

## Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong organisational skills, with the ability to manage multiple tasks, schedules, and priorities effectively	<i>Essential</i>	<i>Application/ Interview</i>
Excellent attention to detail, ensuring accuracy in communications, data tracking, and resource preparation	<i>Essential</i>	<i>Application/ Interview</i>
Strong interpersonal and communication skills, with enthusiasm for supporting positive participant experiences and engaging confidently with colleagues, clients, and participants	<i>Essential</i>	<i>Application/ Interview</i>
Proactive and solution-focused, with the initiative to anticipate and address delivery needs	<i>Essential</i>	<i>Interview</i>
Flexible and adaptable, comfortable working across different projects and adjusting to changing priorities	<i>Essential</i>	<i>Interview</i>
Commitment to Frontline's mission, values, and the children's social care sector	<i>Essential</i>	<i>Application/ Interview</i>

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](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:

Alex Welch (Principal Business Development Lead) at

[Alexandra.welch@thefrontline.org.uk](mailto:Alexandra.welch@thefrontline.org.uk)

