

A photograph of two young children of African descent playing at a wooden table. The child on the left, wearing a dark blue patterned shirt, has their arms raised in excitement. The child on the right, wearing a white sweater with a colorful abstract pattern, has a wide, joyful expression. On the table are various toys: a stack of colorful wooden rings, a green plastic dinosaur, and several wooden blocks, including one with the number '1' and another with the number '3'. In the background, a refrigerator is visible with several papers and drawings pinned to it.

**Data Governance and
Business Intelligence Lead**

Programme Management

Job pack

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 help social workers and other children's services to develop excellent practice and leadership. And why we are cultivating innovative new approaches to child protection and driving positive systems change for children.



Important information

Reports to: Evaluation Manager

Salary: £51,247.25 (£54,822.63 inclusive of 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. Please note that travel to the London office is at your own expense.

The team you will be working in:

The Data and Business Intelligence team is a newly established function that will play a key role in supporting Frontline's growing programme portfolio. As Frontline continues to expand, the team will be responsible for developing the data governance, reporting and business intelligence capability needed to support high-quality programme delivery, contractual reporting and organisational decision-making.

Initially, the team will consist of the Data Governance and Business Intelligence Lead and a Data Officer. Together, they will shape a new organisational capability, helping Frontline improve how it collects, manages, analyses and uses data to support participants, programmes and strategic decision-making.

This is an exciting opportunity to help build a function from the ground up, influencing the systems, standards and ways of working that will underpin Frontline's future growth.

Direct reports: Data Officer

Closing date: Thursday 5 November 2026, 9am

Interviews:

- First round: w/c 16 November (online)
- Second round: w/c 23 November (online)



Job description

Frontline is entering a significant period of growth, with an expanding programme portfolio and an increasing need for high-quality data, reporting and insight to support programme delivery, contractual requirements and organisational decision-making.

The Data Governance and Business Intelligence Lead will establish and lead Frontline's data governance and business intelligence capability, ensuring data is accurate, trusted and used effectively across the organisation. The role will be responsible for developing reporting standards, governance processes and scalable business intelligence solutions that support operational delivery, performance monitoring, evaluation and strategic decision-making.

Working closely with Evaluation, Programme Management, Salesforce and Operations colleagues, the postholder will establish reporting standards, data governance processes and scalable business intelligence solutions that provide trusted and actionable insights across the organisation. They will play a key role in shaping how Frontline manages and uses data, creating the foundations for informed decision-making, continuous improvement and future growth.

The role will also lead the development of a newly established Data and Business Intelligence function, including line management of a Data Officer. The postholder will build organisational capability in data governance and reporting, improve data quality and consistency, and establish sustainable processes that support Frontline's future growth.

By combining technical expertise with strategic leadership, the Data Governance and Business Intelligence Lead will help ensure Frontline's data, reporting and business intelligence infrastructure remains scalable, well-governed and fit for the future.

This is a newly established role within a newly established function. As Frontline continues to grow and our organisational structure evolves, some aspects of the role, including its job title, reporting line and team structure, may be subject to change.



Key responsibilities 1

Data Governance and Quality

- Establish and maintain Frontline's approach to data governance, data quality and reporting standards.
- Ensure programme data is accurate, consistent and fit for operational, reporting and evaluation purposes.
- Develop processes for data validation, reconciliation and quality assurance.
- Promote good data management practices and improve data literacy across the organisation.
- Lead and resolve significant data quality issues and reporting discrepancies.

Business Intelligence and Reporting

- Lead the development, maintenance and continuous improvement of Power BI dashboards and reporting solutions.
- Establish consistent standards for dashboard design, metric definitions, documentation and reporting governance.
- Develop reporting that supports programme delivery, operational performance, participant journeys and contractual reporting requirements.
- Ensure stakeholders have access to reliable, meaningful and actionable information.

Data Architecture and Systems

- Design and maintain data models that support reporting, monitoring and decision-making.
- Use data query languages (e.g. DAX, SQL) and related tools to extract, validate and transform data from multiple systems.
- Work with Salesforce and programme teams to ensure reporting requirements are incorporated into system design and development.
- Support effective and scalable data flows between systems, platforms and reporting environments.
- Identify opportunities to automate reporting and improve data efficiency.



Key responsibilities 2

Evaluation and Performance Support

- Work closely with Evaluation colleagues to ensure data is captured and structured effectively.
- Support the development of programme measures, KPIs and performance monitoring approaches.
- Develop solutions that support operational monitoring, system integrations and exception reporting.

Leadership and Capability Building

- Line manage and develop the Data Officer.
- Build organisational capability in data governance, reporting and business intelligence.
- Establish consistent processes, standards and ways of working across the function.

Continuous Improvement

- Drive improvements in data quality, reporting and governance practices.
- Explore opportunities to use automation, AI and emerging technologies to improve efficiency.
- Keep abreast of developments in business intelligence, data governance and reporting best practice.



Experience and knowledge 1

	Essential or desirable	Where this will be assessed?
Significant experience working in a business intelligence, reporting, analytics or data governance role.	Essential	Application / interview
Advanced Power BI skills, including data modelling, DAX/SQL and dashboard development.	Essential	Application / interview
Strong data query language skills and experience working with complex datasets.	Essential	Application / interview
Experience working with stakeholders to understand requirements and translate them into reporting, business intelligence and data solutions.	Essential	Application / interview
Experience designing and maintaining reporting solutions that support operational and strategic decision-making.	Essential	Application / interview
Experience establishing data governance, reporting standards or data quality frameworks.	Essential	Application / interview
Experience translating business requirements into effective data models, metrics and dashboards.	Essential	Application / interview
Experience investigating and resolving data quality issues and reporting anomalies.	Essential	Application / interview
Strong understanding of data integrity, information governance and data lifecycle management principles.	Essential	Application / interview



Experience and knowledge 2

Specification	Essential or desirable	Where this will be assessed?
Experience supporting large-scale programmes, government-funded contracts or public sector services.	Desirable	Application / interview
Experience working with Salesforce or comparable CRM systems.	Desirable	Application / interview
Experience working with data warehouses, system integrations or complex data environments.	Desirable	Application / interview
Experience supporting evaluation, performance monitoring or outcomes measurement activities.	Desirable	Application / interview
Experience implementing automation or AI-enabled approaches to improve reporting and data management.	Desirable	Application / interview
Experience leading or developing colleagues	Desirable	Application / interview
Experience supporting evaluation, performance monitoring or outcomes measurement activities.	Desirable	Application / interview



Skills and characteristics

Skills and characteristics	Essential or desirable	Where this will be assessed?
Strong analytical and problem-solving skills, with the ability to investigate issues and identify solutions.	Essential	Application / interview
Strong stakeholder management and communication skills.	Essential	Application / interview
Ability to explain technical concepts and data issues to non-technical audiences.	Essential	Application / interview
Strong organisational and prioritisation skills, with the ability to manage competing demands.	Essential	Application / interview
Confidence to challenge constructively and drive improvements to data quality and reporting practices.	Essential	Application / interview
Collaborative leadership style with the ability to build effective relationships across the organisation.	Essential	Application / interview
Commitment to high-quality, well-governed and trusted data.	Essential	Application / interview
Curious and forward-thinking, with an interest in innovation, automation and continuous improvement.	Essential	Application / interview



Eligibility

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

All appointments are subject to the successful candidates demonstrating their right to work in the UK.



How to apply

If this sounds like the right role and organisation for you, please [submit your application](#) online.

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.

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

Want to find out more?

Please contact: Francesca Waters / Interim Programme Operations Director / Francesca.Waters@thefrontline.org.uk



Our culture of freedom and responsibility

Freedom and responsibility is how we stay true to our mission: trusting people to use their judgement, take ownership and do what's right for children. It's what keeps Frontline creative, caring and courageous.

Freedom and responsibility has four pillars:

1. Putting children first
2. Making equality, diversity and inclusion everyone's business
3. Working as one team
4. Making decisions based on professional judgement and evidence



[Learn more about our culture](#)

Diversity and inclusion

We believe that diversity makes for a stronger team and our employees come from a range of backgrounds with varied expertise.

We are actively seeking to bring people with different lived experiences into the charity. We aim for a workplace that is welcoming for all and diverse in age, disability, ethnicity, gender, race, religious belief, sexual orientation, social background and any other forms of identity.

In our most recent demographic survey, 26% of employees are from global majority backgrounds, 17% are disabled and 20% identify as LGBTQ+.

We are committed to:

- Being an actively anti-racist and inclusive organisation
- Taking an inclusive approach to recruitment
- Equipping our employees with the relevant knowledge to support these aims



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. diversity and inclusion working group, sustainability working group)
- Organisational away day once a year
- Regular social activities (virtual and in-person)
- Staff in social work roles can join the Fellowship community after one year of service

Family

- Enhanced occupational maternity, adoption, paternity and shared parental leave policies
- Foster and kinship care policy
- Time off for fertility treatment / IVF appointments

Learning and development

- CPD / learning and development calendar and apprenticeships
- Tailored in-house workshops
- Coaching with qualified professional coach
- Mentoring scheme for underrepresented groups

Our benefits continued

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)
- You can 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

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)