Frontline

Data Officer

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.

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Important information

Reports to: Data Governance and Business Intelligence Lead

Salary: £39,329.28 (£42,904.67 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 ensuring high-quality data, reporting and insight are available to support programme delivery, contractual reporting, evaluation and organisational decision-making.

Initially, the team will consist of the Data Governance and Business Intelligence Lead and a Data Officer. Together, they will help build Frontline's data capability, ensuring colleagues have access to trusted, meaningful and accessible information that supports effective decision-making and continuous improvement.

This is an exciting opportunity to join a new and developing function, helping shape how Frontline manages, analyses and uses data to support participants, programmes and organisational growth.

Closing date: Thursday 5 November 2026, 9am

Interviews:
— First round: from Tuesday 17 November (online)

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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.

To support Frontline's growing programmes and wider data capability, we are recruiting a Data Officer to join our newly established Data and Business Intelligence function.

Working closely with Evaluation, Programme Management, Salesforce and Operations colleagues, the team will develop and maintain reporting solutions, improve data quality, support performance monitoring and help establish consistent approaches to data governance across the organisation.

Working alongside the Data Governance and Business Intelligence Lead, the Data Officer will support the management, quality and reporting of programme data across Frontline. The postholder will help maintain reporting solutions, undertake data validation and quality assurance activities, investigate data discrepancies and support the production of accurate, trusted and accessible information.

The role will also contribute to the development of Power BI reporting, support data analysis and reporting activities, and help ensure colleagues have access to reliable information that supports effective programme delivery and decision-making.

This is an excellent opportunity for someone with strong analytical skills and an interest in data governance, reporting and business intelligence to further develop their expertise within a growing organisation. The role offers the opportunity to help shape a new function, contribute to the development of Frontline's data capability and support data-driven decision-making across the organisation.

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.

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Key responsibilities 1

We recognise that candidates may bring different levels of experience across reporting, business intelligence and data governance. We're looking for someone with strong analytical skills, excellent attention to detail and a genuine interest in developing their expertise in data, reporting and business intelligence.

Reporting and Business Intelligence

- Support the development, maintenance and continuous improvement of Power BI dashboards, reports and business intelligence solutions.
- Produce high-quality reporting and management information that supports programme delivery, performance monitoring and decision-making.
- Maintain reporting documentation, metric definitions and reporting standards, ensuring outputs remain accurate and reliable.

Data Quality and Governance

- Support data governance, validation and quality assurance activities across Frontline's programmes and services.
- Investigate data quality issues, reporting anomalies and inconsistencies, helping to identify root causes and implement improvements.
- Contribute to the development and maintenance of data standards, reporting processes and governance documentation.

Data Analysis and Systems

- Work with data from Salesforce and other organisational systems, using Power BI, SQL, DAX and related tools to validate, analyse and transform information.
- Support the maintenance and development of datasets, data models and reporting environments.
- Work with colleagues across Salesforce, Programme Management and Evaluation to help ensure programme data is captured accurately and consistently.

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Key responsibilities 2

Stakeholder and Programme Support

- Support programme and operational teams by providing reporting, analysis and management information that informs delivery decisions.
- Respond to data and insight requests from colleagues across Frontline, helping stakeholders understand and use information effectively.
- Support participant, performance and contractual reporting requirements and help ensure stakeholders have access to trusted and meaningful information.

Continuous Improvement

- Contribute to improvements in reporting, data quality, governance processes and ways of working.
- Support the use of automation, AI and emerging technologies to improve efficiency and reporting capability.
- Help develop sustainable reporting practices and improve data literacy across the organisation.

Professional Development and Team Development

- Build expertise in data governance, business intelligence and programme reporting.
- Keep up to date with developments in Power BI, SQL, reporting and data management best practice.
- Contribute to the development of Frontline's growing Data and Business Intelligence function.

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Experience and knowledge 1

	Essential or desirable	Where this will be assessed?
Experience working in a data, reporting, analytics, programme support or comparable role.	Essential	Application / interview
Experience in using data query languages (e.g. SQL/DAX) to extract, interrogate, validate or analyse data.	Essential	Application / interview
Experience working with datasets and investigating data quality issues.	Essential	Application / interview
Experience creating reports and dashboards to support decision-making	Essential	Application / interview
Strong Excel skills, including working with large datasets and complex data.	Essential	Application / interview
Strong numerical and analytical skills.	Essential	Application / interview
Experience working with multiple stakeholders and priorities.	Essential	Application / interview
Good understanding of data quality, data integrity and the importance of accurate reporting.	Essential	Application / interview
Experience using Power BI or a similar business intelligence/reporting platform.	Essential	Application / interview

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Experience and knowledge 2

Specification	Essential or desirable	Where this will be assessed?
Experience documenting processes, analysis or reporting outputs.	Desirable	Application / interview
Experience working with Salesforce or comparable CRM systems.	Desirable	Application / interview
Experience supporting data governance, reporting or business intelligence activities.	Desirable	Application / interview
Experience working with APIs, systems integrations or automated data flows.	Desirable	Application / interview
Experience working within education, professional development, charity or public sector environments.	Desirable	Application / interview
Experience using automation or AI tools to improve reporting or data management processes.	Desirable	Application / interview

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Skills and characteristics

Skills and characteristics	Essential or desirable	Where this will be assessed?
Excellent attention to detail and commitment to accuracy.	Essential	Application / interview
Strong numerical, analytical, and problem-solving skills	Essential	Application / interview
Ability to identify trends, inconsistencies, and anomalies within data.	Essential	Application / interview
Excellent organisational skills, with the ability to manage competing priorities and deadlines.	Essential	Application / interview
Strong written and verbal communication skills.	Essential	Application / interview
Ability to explain data and reporting concepts to non-technical colleagues.	Essential	Application / interview
Proactive and willing to take ownership of tasks and follow issues through to completion.	Essential	Application / interview
Curious and adaptable, with a willingness to learn new technologies, systems and ways of working	Essential	Application / interview
Commitment to continuous improvement and developing expertise in data, reporting, and business intelligence.	Essential	Application / interview

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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

Frontline

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

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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

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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

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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)

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