

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

Delivery Coordinator Delivery 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.



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:

Head of Delivery

Salary:

£29,210.70 (£32,715.99 with London Office Allowance) plus competitive pension - 0.6 FTE equivalent

Contract:

Part-time, 22.5 hours, 3 days a week (Tuesday, Wednesday & Thursday), 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:

The Delivery Coordinator on the Approach Social Work Programme, organises the programme logistics, meetings, panels and events on behalf of the region. This includes the procurement of Teaching Day venues, liaising with other teams to ensure the smooth running of events and note-taking in meetings and panels while acting as a point of call for the team and participants.

The Delivery Coordinator is crucial to supporting the work of the wider team by supporting colleagues to ensure the efficient use of resources and scheduling that achieves the smooth Delivery of the Approach Social Work Programme.

The role requires someone who is skilled at building positive relationships with people in addition to being highly organised and the ability to manage multiple areas of work and use initiative to resolve issues. Attention to detail and a high level of accuracy is also essential.

Direct reports: N/A

Closing date: Monday, 27th July 2026, 9am

Interviews:

First round: 29th July 2026 (online)

Second round: 31st July 2026 (online)
(Interview task)



THE ROLE

Key responsibilities:

Administration

- Provide administrative support to the Head of Delivery and regional team so they can be as effective and efficient as possible
- Coordinate and organise meetings, panels and bookings as required, including collating agendas, sending out invitations and taking notes.
- Manage team folders and data, ensuring this is organised and updated in a clear and coherent manner in line with GDPR and data retention.

Events

- Work with the team to design, plan, and manage regional events and away days
- Coordinate and organise travel and accommodation arrangements for staff
- Manage, communicate and support delegates with clear, accurate and timely information
- Support with planning the logistics for each Teaching Day
- Support the procurement process for Teaching Day venues

Coordinate and communicate with participants

- Manage and respond to Participant enquiries and requests for support including the management of the Participant inbox.
- Answer queries about Frontline by e-mail, telephone, and face-to-face.

Database administration

- Manage participant data on Salesforce (and other systems), ensure these are mapped out accurately, regularly updated and cross checked with other teams for accuracy.
- Manage other regional data including but, not limited to event tracking and attendance

Ad-hoc projects

- Proactively contribute to our culture of Freedom & Responsibility
- Support your team and the wider organisation in meeting Frontline's objectives by taking on additional projects and tasks as and when required



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Experience of effectively using Microsoft Office, particularly Outlook, Word and Excel	Essential	Interview and Application
Experience of organising meetings & note taking (virtual and in-person)	Essential	Interview and Application
Previous administration experience (not necessarily specific to Charities)	Essential	Interview and Application
Previous experience in event planning	Desirable	Application
Experience of working within higher education settings and/or within a student facing role	Desirable	Application

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



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Well organised and can prioritise tasks appropriately	Essential	Application and Interview
Ability to use everyday digital tools (such as Microsoft Word, Excel, Outlook and online systems) to support day-to-day work, with willingness to learn new systems as required.	Essential	Application and Interview
Good attention to detail, specifically with data and spreadsheets	Essential	Application
Strong interpersonal skills: flexible, confident and able to build strong relationships with people in different contexts	Essential	Application
Able to communicate both written and verbal, and able to adapt this communication for different audiences	Essential	Application and Interview
Ability to manage own workload, work independently, and show initiative	Essential	Application



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

We welcome applications from all candidates who have the right to work in the UK.

This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

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:

Liveta Bogdelyte, National Delivery Officer at
Liveta.Bogdelyte@thefrontline.org.uk

