

A photograph of two women in profile, facing each other and smiling. The woman on the left has long black braids and is wearing an orange sweater. The woman on the right has short brown hair and is wearing a black and white striped turtleneck. They are standing in front of a wall with large, light-colored geometric shapes, possibly pyramids or triangles, arranged in a pattern. The overall atmosphere is positive and collaborative.

Frontline

**Digital Learning Administrator
Programme Management
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.



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 Resource Groups (incl. LGBTQ+ Affinity Group, Black Affinity Group, family network)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Frontline Fellowship after one year of service



Family

- Enhanced Occupational Maternity, Adoption, and Shared Parental leave policies
- Partner leave
- Foster and kinship care policy – support and time off for training (up to 5 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 – Professional qualifications and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach



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 – assessments and counselling
- Life Assurance Scheme – death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Employee-led Wellbeing Action Group
- Sabbatical after 3 years' service (up to 6 months)



Pay, pension and loans

- Transparent salary structure
- Up to 8% employer pension contribution
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

THE ROLE

Reports to:
Digital Learning Manager

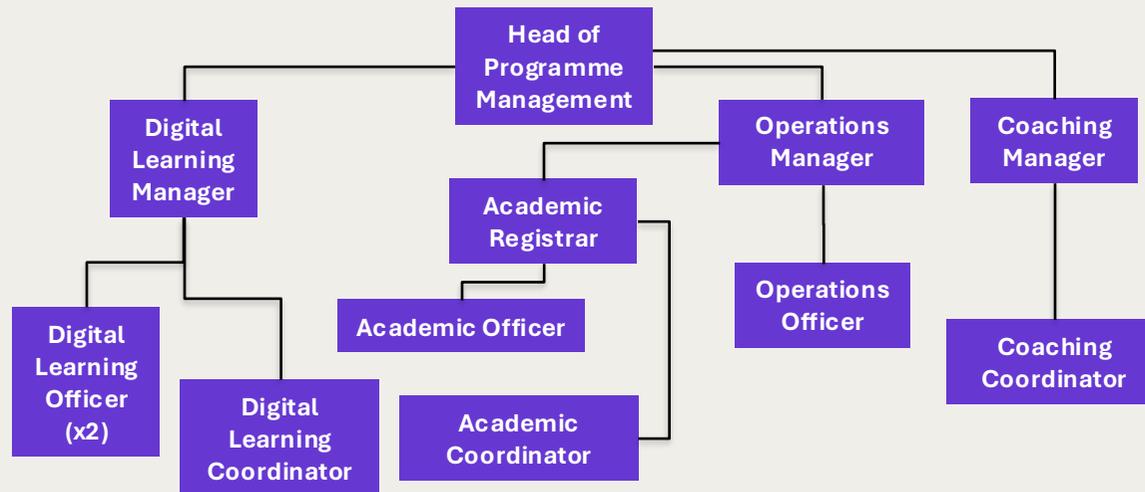
Salary:
£27,613.80 per annum (£31,000 inclusive of London Weighting) plus competitive pension

Contract:
Full Time, Permanent

Location: Hybrid. If in receipt of London Weighting, two days a week in-office. If not, fortnightly office attendance expected.

The team you will be working in:

The Digital Learning Team design, deliver and implement innovative technology-driven, educational solutions that enhance the learner experience on our programmes. They are responsible for the learning experience design on Virtual learning environments (VLE) and work with curriculum and pedagogy to create engaging, accessible and interactive digital learning content.



Closing date:
9am, Monday 17 March

Interviews:
First round: Wednesday 26 March
(online via Microsoft Teams)

Second round: Wednesday 2nd April
(in-person in our London office)



THE ROLE

Job description:

As a Coordinator, you will primarily support on Year 1 of Approach Social Work. You will be responsible for managing the Digital Learning helpdesk and providing administrative support on our Moodle learning platform. Your role is essential in creating a high-quality learning environment for both staff and participants.

Please note that 'Administrator' is the title we use for advertising. Internally, administrators are known as 'Coordinators' so this role's full title is Digital Learning Coordinator.

Key responsibilities:

- Manage the Salesforce helpdesk and serve as the main point of contact to staff and participants for Digital Learning queries (e.g. Moodle issues)
- Provide administration support on Moodle, including managing accounts, uploading content, creating back-ups, conducting quality assurance reviews and troubleshooting issues
- Provide administration support to the Digital Learning Team, including booking meetings, circulating agendas, taking minutes and keeping team information on MS Teams, SharePoint and OneNote relevant and up to date
- Set up Zoom lectures and workshops for online teaching days and provide technical support to staff and participants on the day
- Upload and caption lectures and other video content used for teaching days on Panopto and Vimeo
- Work with the team to develop training and guidance for staff and participants (i.e. process guides, recorded tutorials, software training)



THE ROLE

Person specification:

Knowledge and experience	Essential or Desirable	Where this will be assessed?
Experience of dealing with customer queries by email and delivering excellent service	Essential	Application and interview
Previous experience in coordination or administrative support roles	Essential	Application
Experience of dealing with conflicting priorities and meeting tight deadlines	Essential	Application and interview
Experience of managing data and maintaining accurate records	Essential	Application and interview
Experience of booking meetings and note taking	Essential	Application and interview
Experience of using Microsoft 365	Essential	Interview and application
Experience of using Salesforce or equivalent CRM system	Desirable	Interview
Experience using Moodle or any other alternative Learning Management System	Desirable	Interview
Knowledge of adult learning and learning technologies	Desirable	Interview
Knowledge of digital accessibility (e.g. WCAG)	Desirable	Interview



THE ROLE

Person specification:

Characteristic and skills	Essential or Desirable	Where this will be assessed?
Well organised, with the ability to prioritise tasks appropriately and meet deadlines	Essential	Application and interview
Strong attention to detail, specifically when analysing data, with the ability to produce work to a high standard	Essential	Application and interview
Strong interpersonal skills: flexible, confident and able to build strong relationships with people in different contexts	Essential	Application and interview
Excellent verbal and written communication skills	Essential	Application and interview
Ability to manage workload, show initiative, be proactive and resourceful	Essential	Application and interview
Ability to learn new software, systems and processes quickly	Essential	Interview

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.



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
- working towards our organisational goal of creating 4,000 impactful fellows by 2025
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

Requirements of the role:

- 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: Sean McKenna, Digital Learning Manager at sean.mckenna@thefrontline.org.uk

