Frontline

Digital Learning Manager

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: Senior Digital Learning Team Lead

Salary: £45,288.27 (£48,863.65 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:

Frontline is expanding its digital learning offer and increasing the scale and range of programmes delivered across the organisation. As digital learning becomes an increasingly important part of how we support practitioners and leaders, we are growing our Digital Learning Team to help design, develop and support high-quality digital learning experiences across our programme portfolio.

Direct reports: 2-3

Closing date: Tuesday 3 November 2026, 9am

Interviews:

- First round: Thursday 12 November (in-person)
- Second round (with task): Thursday 19 November (online)

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Job description

Frontline is entering an exciting period of growth and development as we continue to expand our programme portfolio and strengthen the support we provide to social workers and leaders throughout their careers.

We deliver a range of programmes and services that support participants at different stages of the social work career pathway, from those entering the profession through to experienced leaders. As our organisation grows, we are continuing to invest in the people, systems and capabilities needed to support high-quality delivery across our portfolio.

As we move through this period of growth and change, some aspects of the role, including its job title, reporting line and directorate, may be subject to change as our future organisational structure takes shape.

The role

The Digital Learning Manager will provide operational leadership across Frontline's programme portfolio, overseeing the design, development, implementation and improvement of digital learning products, content and services, ensuring participants receive a high-quality, accessible and engaging digital learning experience.

Working within the central Digital Learning Team, the postholder will collaborate with programme, curriculum and delivery teams to translate learning designs into effective digital experiences, including learner journeys, e-learning, digital resources, and assessments.

The postholder will line manage Digital Officers and will lead digital content production, platform management, accessibility, testing, learner experience and quality assurance. They will maintain high standards whilst identifying opportunities to improve efficiency, scalability and learner experience using automation, artificial intelligence and emerging technologies.

Reporting to the Senior Digital Learning Team Lead, the postholder will support service improvement and help embed user-centred design, accessibility and continuous improvement across Frontline's programmes.

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Key responsibilities 1

Accessibility, quality assurance and governance

- Lead accessibility, testing and quality assurance across digital learning.
- Ensure compliance with WCAG 2.2 AA and inclusive design standards.
- Maintain quality assurance processes for content, assessments and learner resources.
- Ensure compliance with governance and information management requirements.
- Monitor quality, address issues and identify improvements across programmes.

AI, automation and continuous improvement

- Identify opportunities to use artificial intelligence, automation and emerging technologies to improve quality, efficiency and learner experience.
- Support the responsible implementation of approved AI-enabled tools across digital learning design, development and operations.
- Work with programme and operational teams to improve processes.
- Share learning and good practice across teams.

Key responsibilities 2

Digital learning delivery and content development

- Lead digital learning delivery across Frontline's programmes.
- Oversee the development of online learning, resources, assessments and platform-based experiences.
- Translate curriculum and learning designs into engaging, accessible digital experiences.
- Maintain consistent content development standards and processes across Frontline's programmes.
- Plan delivery, resources and dependencies during programme design and mobilization.

Digital platforms and learner experience

- Oversee the operation and improvement of digital learning platforms and services.
- Ensure consistent, accessible learner journeys, content structures and workflows..
- Use feedback and data to improve learner experience and platform functionality.
- Coordinate platform changes, testing and releases.

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Key responsibilities 3

Leadership and team management

- Line-manage Digital Learning Officers and deputise for the Senior Digital Learning Team Lead as required.
- Lead workload planning, performance and professional development.
- Monitor capacity and resolve competing priorities.
- Oversee the Digital Learning service desk and support the team to address recurring issues.
- Develop team capability and foster a collaborative, high-performing and solutions-focused culture.
- Manage implementation and delivery risks, issues and dependencies.

Stakeholder management

- Act as a key point of contact for digital learning across Frontline's programmes.
- Build strong relationships with programme, curriculum, pedagogy, delivery and operational teams.
- Clarify requirements and manage expectations around scope, priorities, timescales and capacity.
- Provide practical advice on digital learning, accessibility and learning technologies.
- Communicate progress, risks and decisions clearly.

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Experience and knowledge 1

Specification	Essential or desirable	Where this will be assessed?
Working in a digital learning, learning technology, e-learning or digital content development role.	Essential	Application and interview
Leading or coordinating digital learning activity across multiple programmes, projects or workstreams.	Essential	Application, interview and task
Managing or supervising staff and supporting their development.	Essential	Application, interview and task
Strong working knowledge of Moodle or comparable Virtual Learning Environments.	Essential	Application, interview and task
Designing, building and quality assuring digital learning content, including e-learning and online learning resources.	Essential	Application and interview
Strong understanding of instructional design principles, digital pedagogy and online and blended learning models.	Essential	Application and interview
Implementing accessibility standards within digital learning environments, including WCAG 2.2 AA.	Essential	Application and interview
Establishing or applying quality assurance processes for digital content and learning products.	Essential	Application, interview and task
Good understanding of learner experience, user-centred design and digital learning best practice.	Essential	Application, interview and task

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Experience and knowledge 2

Specification	Essential or desirable	Where this will be assessed?
Experience using technology, automation or digital tools to improve efficiency, quality or user experience.	Essential	Interview, application and task
Working with multiple stakeholders and managing competing priorities.	Essential	Interview, application and task
creating digital learning content using tools (e.g. Articulate Rise)	Essential	Interview and application
Experience working within professional development, education, training or learning organisations.	Desirable	Interview and application
Knowledge of HTML, SCORM, or related technologies used within digital learning environments.	Desirable	Interview and application
Experience implementing AI-enabled tools within learning, content development or digital operations.	Desirable	Interview and application
Familiarity with agile ways of working, service design or user research methodologies.	Desirable	Interview and application
Relevant professional qualification or equivalent experience in education, teaching, learning, digital learning, learning technology or instructional design.	Desirable	Interview and application

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Skills and characteristics

Skills and characteristics	Essential or desirable	Where this will be assessed?
Strong leadership and team management skills.	Essential	Application, interview and task
Excellent organisational and project management skills.	Essential	Application, interview and task
Strong attention to detail and commitment to quality.	Essential	Application, interview and task
Excellent communication and stakeholder management skills.	Essential	Application, interview and task
Confident translating technical concepts into accessible language.	Essential	Application, interview and task
Strong problem-solving skills and sound judgement.	Essential	Application, interview and task
Comfortable working across multiple programmes and priorities.	Essential	Application, interview and task
Curious about emerging technologies and the opportunities they create for learning and operational improvement.	Essential	Application, interview and task
Committed to continuous improvement and evidence-informed decision making.	Essential	Application, interview and task

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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: Sean Mckenna / Digital Learning Manager / sean.mckenna@thefrontline.org.uk

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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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