Frontline

Digital Learning 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: Digital Learning Manager

Salary: £35,753.90 (39,329.28 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.

Closing date: Tuesday 3 November 2026, 9am

Interviews:

- First round (with task) : Friday 13 November (in-person)

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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 Officer will support the development, administration and continuous improvement of digital learning products, content and services across Frontline's programmes.

This includes building e-learning and digital resources, maintaining learning platforms, supporting participant onboarding, administering online learning activities, responding to learner queries and helping ensure delivery runs smoothly.

Working as part of a central Digital Learning Team, the postholder will collaborate with programme, curriculum and operational colleagues to create engaging, accessible and effective digital learning experiences. Whilst individuals may be aligned to particular programmes or areas of work at different points in time, all team members contribute to establishing consistent approaches, standards and high-quality learner experiences across Frontline's portfolio.

As part of a growing team, Digital Learning Officers will have opportunities to develop expertise in specialist areas such as digital content development, accessibility, user experience (UX), user research, assessments, platform administration and learning technologies.

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Key responsibilities 1

Digital learning content development

- Build and maintain digital learning content across Frontline's learning platforms.
- Develop e-learning, learner resources, assessments and digital learning materials.
- Translate curriculum content into engaging, accessible digital learning experiences.
- Apply agreed templates, standards and quality assurance processes.
- Work with programme teams, subject matter experts and curriculum specialists to implement content updates and improvements.
- Support testing and quality assurance before release.

Platform administration and programme operations

- Support the day-to-day administration of learning platforms.
- Create and maintain programme spaces, learner journeys and digital learning environments.
- Support participant onboarding and access management.
- Set up webinars, virtual classrooms and other online learning activities.

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Key responsibilities 2

Learner and facilitator support

- Respond to participant, facilitator and stakeholder queries relating to digital learning platforms and services.
- Troubleshoot learner access and platform issues.
- Produce guidance and support materials for learners and facilitators.
- Support a positive learner experience through effective user support.
- Work with programme teams to resolve issues and improve services.

Accessibility, UX and quality assurance

- Support accessibility reviews of digital learning content and learner journeys.
- Contribute to user testing, learner feedback and user research activities.
- Support compliance with accessibility standards, including WCAG 2.2 AA.
- Carry out quality assurance checks on content, assessments and platform builds.
- Help maintain quality and consistency across Frontline’s programmes.

Key responsibilities 3

Digital platforms and learner experience

- Identify opportunities to improve learner experience, usability and operational efficiency.
- Support the use of automation, artificial intelligence and emerging technologies.
- Contribute to improvements in digital learning processes, content and operations.
- Share learning and good practice across programme and Digital Learning teams.

Team working

- Work collaboratively with Digital Learning Managers and colleagues across the team.
- Contribute to common processes, standards and ways of working.
- Support programme mobilisation and the implementation of new programmes and services.
- Participate in team development activities and build expertise in agreed specialist areas.

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Experience and knowledge 1

Specification	Essential or desirable	Where this will be assessed?
Experience working in a digital learning, learning technology, digital content, programme support or comparable role.	Essential	Application and interview
Experience creating, maintaining or updating digital content, digital resources or online learning materials.	Essential	Application, interview and task
Experience supporting users, customers, learners or stakeholders.	Essential	Application, interview and task
Strong digital literacy and confidence learning and using new technologies and systems.	Essential	Application, interview and task
Experience managing multiple priorities and working across a range of activities and stakeholders.	Essential	Application, interview and task
Understanding of online learning, digital learning or learner support approaches.	Essential	Application, interview and task
Understanding of accessibility and inclusive design principles.	Essential	Application, interview and task

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Experience and knowledge 2

Specification	Essential or desirable	Where this will be assessed?
Experience using Moodle or comparable learning management systems.	Desirable	Application, interview and task
Experience creating e-learning content using tools such as Articulate Storyline or Rise.	Desirable	Application and interview
Experience supporting webinars, virtual classrooms or online events.	Desirable	Application and interview
Experience working within education, professional development or training environments.	Desirable	Application and interview
Experience supporting digital assessments or learning activities.	Desirable	Application
Familiarity with user research, UX design, accessibility standards (WCAG) and platform administration.	Desirable	Application
Knowledge of HTML, SCORM or related learning technologies .	Desirable	Application
Experience using AI tools to support content creation, administration or process improvement.	Desirable	Application

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Skills and characteristics

Skills and characteristics	Essential or desirable	Where this will be assessed?
Strong organisational skills and ability to manage competing priorities.	Essential	Application, interview and task
Excellent written and verbal communication skills.	Essential	Application, interview and task
Strong problem-solving skills and a proactive approach to identifying solutions.	Essential	Application, interview and task
Commitment to delivering a high-quality learner experience.	Essential	Application, interview and task
Ability to build positive relationships with a range of stakeholders.	Essential	Application, interview and task
Confidence working with digital systems and new technologies.	Essential	Application and interview
Curious about digital learning, emerging technologies and continuous improvement.	Essential	Application, interview and task
Collaborative and supportive approach to team working.	Essential	Application and interview
Willingness to learn and develop expertise in specialist areas of digital learning practice.	Essential	Application and interview
Excellent attention to detail and commitment to quality.	Essential	Application and 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: 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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