

Equity, Diversity and Inclusion Officer

Operations

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: Equity, Diversity and Inclusion Lead

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:

The Equity, Diversity and Inclusion (EDI) function helps turn Frontline's EDI commitments into practical action, supporting an inclusive culture and ensuring programmes are delivered equitably. The team works across the organisation and programme portfolio to coordinate projects, engagement, reporting and guidance using evidence and lived experiences to drive meaningful, accessible and lasting change. The EDI team will consist of the EDI lead who line manages the EDI officer.

Closing date: Tuesday 10 November 2026, 9am

Interviews: from 20 November 2026 (online)



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Job description

The EDI Officer will provide operational, project and administrative support to Frontline's EDI function, contributing to the delivery of organisational and programme-related EDI priorities.

Working collaboratively with colleagues across Frontline and, where appropriate, external partners, the postholder will help translate EDI commitments into practical, measurable activity that supports an inclusive organisational culture and equitable programme delivery. They will coordinate projects, working groups, consultation activities, reporting and communications, ensuring that EDI initiatives are well organised, informed by evidence and responsive to the experiences of colleagues and the communities with whom Frontline works.

The postholder will play an important role in embedding accessibility, supporting meaningful collaboration and co-production with colleagues and ensuring that EDI resources, guidance and processes remain relevant as the organisation and its programmes evolve. This role requires a proactive, organised and collaborative individual who is passionate about turning ideas into action and contributing to high-quality, evidence-based EDI practice.





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Key responsibilities 1

EDI project coordination and delivery

- Provide operational and project support for the planning, coordination and delivery of internal and programme-related EDI initiatives, ensuring activities are delivered effectively and in line with agreed priorities.
- Coordinate and co-produce EDI guidance, resources and practical tools, working with relevant colleagues and stakeholders to ensure they remain accurate, accessible and responsive to organisational and programme developments.
- Support consultation exercises especially the annual Inclusion and Demographic survey, workshops and other engagement activities, helping to gather and synthesise feedback and ensure that different perspectives inform decision-making.
- Contribute to the development and delivery of internal EDI learning and training, including the coordination of sessions, preparation of materials and evaluation of feedback.
- Support the effective coordination of the EDI Hour, helping to develop engaging content, organise sessions and promote participation across the organisation.

Reporting, communications and financial administration

- Coordinate EDI working group meetings, including scheduling meetings, preparing and circulating agendas and papers, taking accurate minutes, maintaining action logs and following up on agreed actions.
- Coordinate annual staff network meetings and related communications, supporting effective engagement, collaboration and the delivery of agreed activities.
- Assess quarterly EDI dashboards and reports, working with Salesforce colleagues to analyse and present relevant information to demonstrate progress against priorities, highlight emerging themes and support evidence-informed decision-making.
- Undertake financial administration for EDI activities in collaboration with Finance colleagues, including supporting budget monitoring, purchase orders, invoice processing, expense claims, and tracking expenditure against agreed budgets, as appropriate.





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Key responsibilities 2

Collaboration, engagement and co-production

- Build and maintain positive working relationships with colleagues across Frontline, including relevant programme teams, corporate functions, staff networks and other stakeholders.
- Support meaningful engagement and co-production with underrepresented groups, ensuring that lived experience and diverse perspectives help shape EDI initiatives, resources and organisational practice.
- Help coordinate staff engagement activities, communications and opportunities for colleagues to contribute to EDI priorities and share their experiences.
- Communicate EDI information, guidance and updates clearly and appropriately to different audiences, adapting the approach to meet their needs.
- Support the facilitation of workshops, meetings, presentations and consultation sessions, contributing confidently to discussions and helping participants engage constructively.
- Where appropriate, support collaborative working with external partners and stakeholders to share learning, gather insights and strengthen the quality and impact of EDI activity.

Accessibility, inclusion and organisational culture

- Promote accessibility and inclusion across EDI activities, events, meetings, communications, learning resources and programme-related work, identifying and helping to address barriers to participation.
- Support the development and review of accessible, inclusive and culturally responsive resources, ensuring that different needs, experiences and perspectives are considered.
- Help embed Frontline's values and inclusive culture by modelling respectful, equitable and collaborative behaviours in day-to-day work.
- Contribute to initiatives that support belonging, participation and the engagement of colleagues from underrepresented groups.
- Remain informed about relevant developments in EDI, accessibility and inclusive practice, sharing learning and helping translate emerging insights into practical improvements.





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Key responsibilities 3

Organisation, communication and continuous improvement

- Manage a varied workload effectively, balancing competing priorities, responding to changing requirements and ensuring that agreed deadlines and quality standards are met.
- Take a proactive approach to identifying tasks, anticipating requirements, resolving routine issues and progressing work independently within agreed priorities and responsibilities.
- Prepare high-quality written materials, presentations, meeting papers, communications and other documentation, ensuring that outputs are clear, accurate and accessible.
- Evaluate activities and initiatives by gathering feedback, monitoring outcomes and identifying lessons that can inform future EDI work.
- Undertake other reasonable duties within the scope of the role, contributing flexibly to the evolving needs of the EDI function and Frontline.





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Experience and knowledge

Specification	Essential or desirable	Where this will be assessed?
Demonstrable experience of delivering or coordinating EDI initiatives, projects or programmes, with an understanding of how EDI principles can be translated into practical action.	Essential	Application / interview
Experience of working collaboratively with colleagues, stakeholders and/or underrepresented groups to develop, deliver or improve initiatives, ideally including meaningful consultation or co-production.	Essential	Application / interview
Experience of gathering, organising and presenting EDI information to support reporting, evaluation, decision-making or continuous improvement.	Essential	Application / interview
Understanding of the importance of accessibility, inclusion and equitable participation, with the ability to identify practical opportunities to reduce barriers.	Essential	Application / interview
Awareness of relevant EDI principles, challenges and good practice, and a commitment to developing knowledge as the field and organisational context evolve.	Essential	Application / interview
Knowledge or experience of social work.	Desirable	Application / interview
Experience of organising or supporting training sessions, workshops, consultation exercises or engagement events.	Desirable	Application / interview





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Skills and characteristics

Skills and characteristics	Essential or desirable	Where this will be assessed?
Excellent organisational and project coordination skills, with the ability to manage a varied workload, prioritise competing demands and meet deadlines without compromising quality.	Essential	Application / interview
Strong written and verbal communication skills, including the ability to prepare clear documentation and communicate confidently in meetings, workshops and presentations.	Essential	Application / interview
Excellent interpersonal skills, with the ability to build positive relationships and work effectively with people from a range of backgrounds, roles and levels of seniority.	Essential	Application / interview
Ability to work collaboratively and contribute to shared objectives while also taking initiative, working independently and progressing tasks proactively.	Essential	Application / interview
Ability to approach challenges constructively, exercise sound judgement and adapt to changing priorities and organisational needs.	Essential	Application / interview
High levels of emotional intelligence to support and understand the specific challenges minoritised groups face.	Desirable	Application / interview





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Approach and Values

Specification	Essential or desirable	Where this will be assessed?
A genuine commitment to equality, diversity, inclusion, accessibility and anti-discriminatory practice.	Essential	Application / interview
A collaborative and inclusive approach, with a willingness to listen, learn from others and value different perspectives and lived experiences.	Essential	Application / interview
Openness to innovation, feedback, learning and change, with a willingness to question existing processes and explore better ways of working.	Essential	Application / interview
A commitment to producing high-quality, evidence-informed EDI work that is meaningful, relevant and responsive to the needs of the organisation and its programmes.	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.





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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: Hanan Kasmi / Equity, Diversity and Inclusion Lead / Hanan.Kasmi@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

Frontline

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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