

A woman with long braids in an orange sweater and a man in a striped shirt are smiling and gesturing with their hands as if in conversation. They are standing in front of a large, metallic hourglass sculpture. The background is a light-colored wall with geometric patterns.

Frontline

**Head of Finance and
Compliance
Operations**

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, 26% of our employees are from ethnic minority backgrounds, 17% are disabled and 20% 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, Racialised Minority, 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, and Shared Parental and Partner leave policies
- 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 – 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

Role: Head of Finance and Compliance

Reports to: Director of Culture and Operations

Salary: £65,477.12 (£68,863.87 inclusive of London weighting) per annum, plus competitive pension

Contract: Full Time, Permanent

Location: National, with regular travel to our London office expected.

Direct reports: Finance Manager, Legal and Compliance Manager, IT & Facilities Officer.

Closing date: 25 March 2025

Interviews:

First round (with task): w/c 31st March 2025 (online via Microsoft Teams)

Second round: w/c 7th April 2025 (in-person in our London office)



The purpose of the role:

Frontline has achieved significant growth and impact in our first 11 years, and we are looking for a qualified and experienced finance leader to head up Frontline's finance and compliance function and ensure we are well positioned to continue to grow and drive change for children and families.

This is an exciting opportunity with a breadth of responsibility and will require collaborative working with the senior leadership team (SLT) and Board of Trustees. With a ~£25m budget and ~146 employees we need robust systems, clear financial strategy and expert financial leadership to support the organisation to achieve our mission. Reporting to the director of culture and operations, you will lead on ensuring Frontline has an outstanding and proactive finance and compliance function, with robust systems and high-performing people.

Frontline is in a strong position. We have a clear strategy, stable finances and strong internal processes and we remain ambitious, so we look forward to welcoming our new Head of Finance and Compliance to help us to build us on this and have even greater impact.

THE ROLE

The Role:

You will lead the finance and compliance team, covering the areas of finance, legal, governance, IT and compliance (including data protection). The role provides an opportunity to work closely with senior leadership and key stakeholders to set and deliver on strategic goals, and you will be responsible for setting clear direction for the finance and compliance team.

The finance and compliance team sits within the culture and operations directorate ([see structure chart](#)), which supports Frontline's teams to achieve our mission by delivering operational efficiency, effectiveness and sustainability. The head of finance and compliance is a senior position with a wide remit of responsibility, so we need a highly driven individual to provide critical support to the entire organisation.

Key responsibilities:

Finance

- Manage and support the Finance Manager to sustain a high-performing team culture
- Provide sound financial reports and advice to trustees and SLT
- Act as conduit between SLT and trustees (particularly the Finance Audit and Risk Committee (FARC) on financial and compliance matters
- Advise SLT and trustees on the financial consequences of various plans/activity
- Lead the organisation's financial strategy, planning and budgeting processes
- Further develop a culture of resourcefulness, budget-ownership and accountability
- Provide the vision and processes to ensure Frontline's long-term financial viability
- Review financial processes/controls, ensuring they are robust and understood by teams
- Work closely with the head of fundraising to track income, providing clear, sensible reporting mechanisms to ensure visibility of current/potential funding
- Work with teams to develop financial models for planning, bids and budgeting purposes
- Ensure Frontline complies with tax law/regulations, overseeing VAT, gift aid returns and corporation tax
- Negotiate and manage partnerships with key commercial providers, including banks
- Lead Frontline's annual auditing process and relationship with auditors, with support from the Finance Manager
- Keep abreast of changes in charity/general finance regulations



THE ROLE

Key responsibilities (continued):

Legal, governance, IT and compliance

- Manage/support the Legal and Compliance Manager to effectively respond to requests for advice
- Work with the CEO to ensure efficient planning and coordination of board/committee meetings
- Lead the relationship with the Chair of Frontline's FARC, preparing agendas/papers and coordinating quarterly meetings
- Maintain oversight and adherence to regulatory, charity and company law guidance
- Ensure a culture of compliance across teams, through training and monitoring of policies/systems
- Ensure appropriate risk management controls/mitigations are embedded at strategic and operational levels and manage and maintain Frontline's risk register
- Manage/support the IT and Facilities Officer to establish the systems and processes to meet regulatory requirements as well as effectively respond to requests for support/advice
- Ensure all legal and compliance milestones (e.g. first aid/fire wardens) are met in a timely and coordinated way
- Lead on high-level contract management, e.g. negotiating terms of telephone/IT provision
- Ensure excellent cost-effective IT support is provided to Frontline's teams across the country
- Lead on the high-level relationship with landlords/property managers and hold responsibility for ensuring premises remain cost-effective and fit for purpose
- Maintain a high-quality office environment and build a culture of accountability in teams
- Lead on data storage in line with GDPR, ISO guidance, working with team leads to ensure they remain within data storage limits.
- Ensure the appropriate management information systems, policies and data storage plans are in place.

Leadership

- Play a proactive role as a member of the Leadership Group (Frontline's Heads/Directors)
- Champion high performance and model our culture of Freedom and Responsibility
- Support, coach and mentor colleagues across teams and roles as needed
- Attend and engage actively in monthly in-person Stocktake meetings



THE ROLE

Person specification:

Experience and Knowledge

Qualified accountant (ACA/ACCA or equivalent) with at least three years PQE and three years in a similar role

Demonstrable robust financial management experience at a strategic and operational level, including within the charity sector

Sound experience in the use of IT in financial management with the acumen to develop and improve the finance systems

Working knowledge of applicable financial reporting standards, including the Charities SORP, and preparation of statutory accounts

Experience of recruiting, leading and managing a team to achieve outstanding results

Experience of monitoring performance and providing feedback to colleagues to continually improve performance

Characteristics and Skills

Strong leadership with the personal drive and energy to inspire and motivate colleagues and peers

Strong track record of ability to give and respond to challenge and bring a questioning mind

Strong in managing tasks and projects, reviewing progress and in the execution of plans

Ability to make informed, timely decisions and use sound judgement to prioritise actions

Ability to convey detailed and complex information in a way that is accessible for non-specialists

Effective communicator who is skilled at working with people at all levels



THE ROLE

Person specification (continued):

Characteristics and Skills

High attention to detail and accuracy

Innovative thinker with critical problem-solving ability

Fully competent in Microsoft Office applications

Values and Alignment

Willing to champion the voices of young people in all our work and act on guidance and challenge from our brilliant young people's advisory board

Role models and champions our culture of freedom and responsibility

An understanding of challenges faced by social work experienced young people

Aligned with Frontline's values and committed to working to deliver our mission and help achieve our vision

Diversity means stronger teams and we want Frontline to reflect the communities we serve. Therefore we are actively seeking applicants from racialised minority backgrounds for this role. We are a disability confident employer and so also 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

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
- Accountancy qualification (ACA/ACCA or equivalent)

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?

If you're interested in finding out more, please email Elise Cronin, Executive Assistant (elise.cronin@thefrontline.org.uk) to arrange an informal conversation with the CEO.

