

A photograph of two young children playing at a wooden table. The child on the left, with dark curly hair and wearing a dark blue long-sleeved shirt, has their arms raised in excitement. The child on the right, also with dark curly hair and wearing a white sweater with a colorful abstract pattern, has a wide, joyful expression with their mouth open. On the table are several toys: a stack of seven colorful wooden rings (yellow, orange, red, purple, blue), a green plastic dinosaur-shaped toy, and a few wooden blocks, including one with the number '3' and another with the number '1'. In the background, a refrigerator is visible with various papers and drawings pinned to it.

**IT Infrastructure and Security Lead
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.



Important information

Reports to: Head of Finance and Compliance

Salary: £54,822.63 (inclusive of London office allowance) plus competitive pension

Contract: Full-time, permanent

Location: Hybrid, 2 days a week expected in our London office.

The team you will be working in:

The IT and Facilities Team will consist of an IT Infrastructure and Security Lead who will oversee and line manage the IT and Facilities Officer. The team is responsible for ensuring Frontline's technology infrastructure, cyber security and technology governance are secure, reliable and fit for organisational needs.

Direct reports: IT and Facilities Officer

Closing date: Monday 9 November 2026, 9am

Interviews:

- First round: from Thursday 19 November (online)
- Second round: from Wednesday 25 November (in-person, London office)



Job description

The IT Infrastructure and Security Lead is responsible for ensuring Frontline's technology infrastructure, cyber security and technology governance are secure, reliable and fit for organisational needs.

The role owns IT infrastructure, the technical side of information security, business continuity, disaster recovery and technical governance, ensuring systems and services remain resilient, compliant and capable of supporting organisational growth. The postholder will ensure technology systems, security controls and IT processes effectively support Frontline's wider regulatory and data protection obligations.

The role also owns supplier and budget management, line manages the IT and Facilities Officer, oversees the facilities function, and provides advice on emerging technologies, including artificial intelligence, and security risks to support informed organisational decision-making. This is a hands-on role: alongside setting direction, the postholder will carry out senior technical configuration and administration directly, supported by the IT and Facilities Officer and an outsourced helpdesk.



Key responsibilities 1

Leadership and Strategy

- Lead, support and develop the IT and Facilities function, including line managing the IT & Facilities Officer (objective setting, development and performance management)
- Develop and implement infrastructure and security strategies and a technology roadmap aligned with organisational goals, ensuring technology platforms are efficient and capable of supporting future growth and innovation
- Own the IT budget and capital planning
- Provide expert advice on emerging technologies, including AI, and security threats to inform strategic planning relating to digital investment and risk mitigation

Information Security

- Own the organisation's technical information security strategy, working with the Legal & Compliance team on the wider information governance framework
- Lead Cyber Essentials and Cyber Essentials Plus certification and annual renewal
- Own the technical implementation and controls that support GDPR and information security requirements and lead the technical response to data breaches. Ownership of the wider GDPR/data protection compliance framework, DPIAs, retention policies and regulatory compliance sits with the Legal & Compliance team; this role provides technical input
- Lead cyber security risk assessments and vulnerability management, and maintain an information security risk register
- Lead incident response for security incidents and major IT outages
- Liaise with senior leadership, Trustees, and external auditors on information security and IT risk, including reporting to the Finance, Audit, Risk and Compliance Committee as required
- Liaise with the Department for Education and other external stakeholders as required to support technology assurance processes, provide evidence of compliance and respond to IT, cyber security and infrastructure-related contractual requirements
- Maintain awareness of industry-standard information security controls and apply them across the organisation's systems



Key responsibilities 2

Infrastructure and Systems

- Oversee the design, operation, maintenance and optimisation of networks, storage, and cloud platforms and related services, ensuring these are resilient and efficient
- Own network architecture and the infrastructure roadmap
- Own IT disaster recovery and technology continuity arrangements, and work with organisational leads and system owners to support wider business continuity planning and testing
- Own the architecture, governance and senior administration of Microsoft 365/E5, Microsoft Entra ID (formerly Azure AD) and SharePoint; recommend and lead major system changes and migrations as required
- Own the device management strategy
- Lead data migration and system upgrade projects
- Ensure technology infrastructure remains scalable and capable of supporting organisational growth and future programme expansion

Artificial Intelligence (AI)

- Jointly own the organisation's AI strategy with the Culture and Operations Director, shaping its direction so it supports organisational priorities and meets information security, data protection and ethical requirements
- Lead the rollout of the AI strategy, including the selection and secure deployment of AI tools, AI governance and acceptable use guidance, risk assessment, and supporting staff to adopt AI effectively

Supplier and Service Management

- Own supplier strategy and lead contract negotiations (ISPs, MSPs, software suppliers, outsourced IT helpdesk)
- Monitor IT spend and software licensing costs against budget, and make best use of sector discount schemes (e.g. Microsoft/Google nonprofit licensing)
- Hold the outsourced helpdesk provider to SLA and escalation performance, and establish and monitor service standards for internal support
- Oversee incident, request, problem and escalation processes
- Monitor service performance, experience and recurring support issues
- Ensure clear ownership and escalation arrangements across internal staff and outsourced providers
- Use service data and user feedback to drive continuous improvement



Key responsibilities 3

Governance and Policy

- Establish, maintain and continuously improve IT governance frameworks, including policies, processes, standards and controls that support secure and effective service delivery
- Report on IT performance and service delivery to senior leadership and relevant committees as required
- Develop and maintain IT and information security policies (acceptable use, BYOD, password policy)
- Ensure IT systems meet relevant statutory and regulatory requirements, working with the Legal & Compliance team on data handling
- In conjunction with the Legal & Compliance team, manage IT and security audits, ensuring findings are addressed and risks mitigated, and that IT systems support compliance with data protection legislation and cyber security expectations

Facilities Management (Oversight)

- Oversee the facilities function, delivered day to day by the IT & Facilities Officer, covering premises and building maintenance, landlord, managing agent and licensee relationships, contractors, utilities and office operations, to provide a safe, secure and cost-effective working environment
- Ensure compliance with health and safety, fire safety, building security and statutory property obligations (including risk and DSE assessments, statutory checks and certificates, insurance, and lease/licence obligations), and oversee premises-related business continuity arrangements



Experience and knowledge

	Essential or desirable	Where this will be assessed?
Experience in a senior IT leadership role covering infrastructure and security	Essential	Interview and application
Strong knowledge of cyber security frameworks and best practice (e.g. Cyber Essentials, ISO 27001)	Essential	Interview and application
Proven hands-on experience of managing cloud and hybrid environments (e.g. Microsoft 365/Entra ID)	Essential	Interview and application
Experience of aligning IT infrastructure and security initiatives with organisational objectives.	Essential	Interview and application
Experience of managing budgets, suppliers and contract negotiations.	Essential	Interview and application
Understanding of AI tools and the governance, security and data protection considerations in deploying them.	Essential	Interview and application
Experience of, or willingness to take on, oversight of facilities and health and safety compliance.	Desirable	Interview
Info Security qualifications from either IASME or ISC2	Desirable	Application



Skills and characteristics

	Essential or desirable	Where this will be assessed?
Strong stakeholder engagement skills, and the ability to translate complex technical concepts into clear business language for senior leaders and Trustees	Essential	Interview
An analytical approach to solving complex technical and security challenges	Essential	Interview
Proven ability to line manage and develop staff and manage outsourced IT providers	Essential	Application and Interview



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: James Theedom / Head of Finance and Compliance / James.Theedom@thefrontline.org.uk



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](#)

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



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

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)