

A woman with long dark braids wearing an orange sweater and a man with short brown hair wearing a striped shirt are standing in front of a wall with large, light-colored geometric shapes. They are both smiling and gesturing with their hands as if in conversation.

## **Selection Administrator (Coordinator)**

## **Recruitment Team**

### **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](mailto: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, Paternity and Shared Parental leave policies
- Foster and kinship care policy – support and time off for training (up to 10 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

## Reports to:

Selection Officer

## Salary:

£24,570 (£27,605.73 inclusive of London weighting) plus competitive pension

## Contract:

Full Time, fixed-term contract for 8 months from September 2025

**Location:** Flexible with some paid travel to London (if based outside of London and not coming in two days a week)

## The team you will be working in:

The Recruitment team is responsible for sourcing, selecting and hiring for 500 places for Approach Social Work (previously known as the Frontline programme) in local authorities across England.

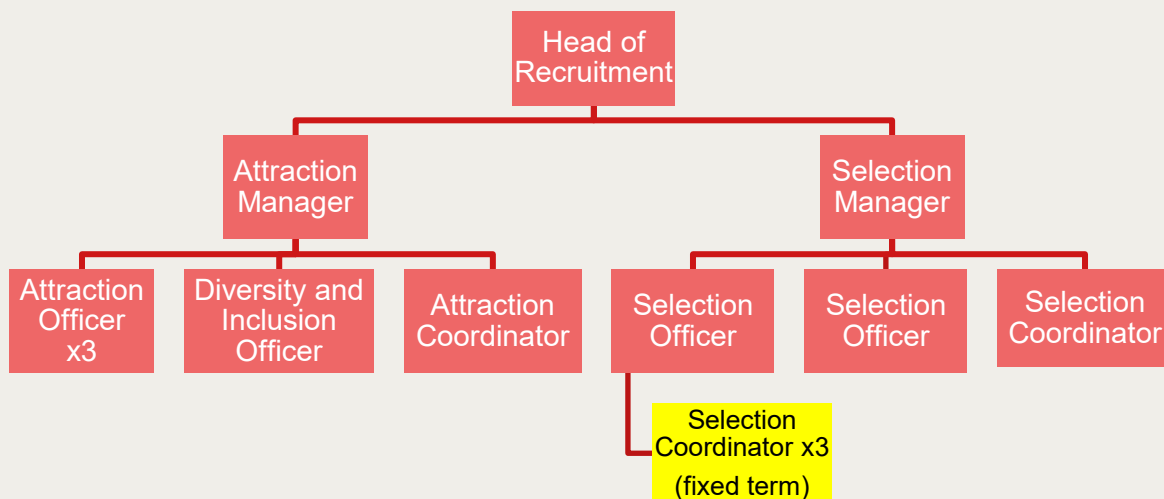
## Closing date:

This advert is expected to close on 28 August 5pm. However, we may close earlier or later depending on the success of applications.

## Interviews:

**First round:** We will be inviting candidates to interview on a rolling basis (virtual)

**Second round:** TBC (virtual)





# THE ROLE

## Job description:

You will be joining us at our busiest time, and will have day to day logistical and administration responsibilities with focus on supporting applicants through the selection stages of our programme, Approach Social Work.

You will work with the Selection team and share responsibilities between other Selection Coordinators to ensure the delivery of a highly effective and efficient recruitment process and to ensure the candidate experience is positive throughout. This role would suit someone who has had some experience interacting with customers, for example in admin support, retail, hospitality, customer service, or similar.

Please note that 'Administrator' is the title we use for advertising. Internally, administrators are known as 'Coordinators' so this role's full title is Selection Coordinator.

## Key responsibilities:

- Coordinate virtual assessment centres; manage scheduling, liaise with assessors and stakeholders, troubleshoot minor technical issues with the platform, and oversee the smooth running of the day.
- Manage the logistics involved in planning and delivering over 40 assessment centre days (e.g. responding to candidate queries, monitoring candidate sign up, scheduling assessors).
- Support the Selection team to update assessment centre materials ahead of assessment centres.
- Track and monitor candidate information using our online customer relationship management system, virtual assessment platform and Microsoft Excel using careful attention to detail.
- Being main point of contact for candidates throughout the selection process by responding to queries, supporting the implementation of reasonable adjustments and producing feedback reports post assessment centre.
- Attend attraction events occasionally (e.g. on university campuses or webinars) to represent Frontline and to promote Approach Social Work.



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Excellent written communication skills with ability to compose clear and professional emails and messages.	<i>Essential</i>	<i>Interview and Application</i>
Highly organised with a proven ability to plan effectively and manage multiple conflicting priorities.	<i>Essential</i>	<i>Interview and Application</i>
Excellent verbal communication skills. Prior experience engaging with customers professionally and appropriately over the phone or face-to-face. E.g., in customer service, hospitality, retail, or similar.	<i>Desirable</i>	<i>Interview and Application</i>
Experience in tracking and monitoring data with careful attention to detail to ensure accuracy.	<i>Desirable</i>	<i>Interview and Application</i>





# THE ROLE

## Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
An effective problem solver with the ability to adapt and show flexibility especially when working in pressurised situations such as assessment centres.	<i>Essential</i>	<i>Interview</i>
Willingness to give and receive feedback in order to continually improve and learn.	<i>Essential</i>	<i>Interview and Application</i>
Passionate about selection work and motivated to contribute to Frontline's mission.	<i>Essential</i>	<i>Interview and Application</i>
Self-motivated to take responsibility of assigned tasks and deliver high quality work within tight timeframes.	<i>Essential</i>	<i>Interview and Application</i>

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 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](mailto: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 – this role is ineligible for skilled worker visa sponsorship.

## 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?

Please contact:

Himani Patel, Selection Officer at [himani.patel@thefrontline.org.uk](mailto:himani.patel@thefrontline.org.uk)

