

A photograph of two women in conversation. The woman on the left has long dark braids and is wearing an orange sweater. The woman on the right has short brown hair and is wearing a black and white striped turtleneck. They are standing in front of a wall with large, light-colored geometric shapes. The Frontline logo is in the top right corner.

**Frontline**

**Delivery Officer (Maternity Cover  
12 months fixed term)**

**Delivery 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, 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

**Reports to:**  
Head of Delivery

**Salary:**  
£29,449.98 (£32,722.20 with London weighting) plus competitive pension

**Contract:**  
Full Time, 12-month Fixed Term  
Maternity Cover

**Location: UK.** If London based, travel to our London office required 1-2 times a week.

**Closing date:**  
9am, Monday 31st March

**Interviews:**  
**First round: Thursday 3rd April,**  
online via Microsoft Teams

**Second round: Tuesday 8th April**  
online via Microsoft Teams



## The purpose of your role:

The Delivery Officer coordinates meetings, events and training on behalf of the Region. This includes sourcing of venues, co-ordinating and tracking attendance of participants, liaising with other teams to ensure the smooth running of events and where necessary, note-taking in meetings and acting as a point of contact for the team, participants and Consultant Social Workers.

This role has a high level of autonomy and the potential for significant skills development. The Delivery Officer is crucial in supporting the work of the wider team by supporting colleagues to ensure the efficient use of resources and scheduling that achieves the smooth Delivery of the Approach Social Work Programme across the regional hubs.

The role requires someone who is skilled at building positive relationships with people in addition to being highly organised with the ability to manage multiple areas of work and use initiative to resolve issues. Attention to detail and a high level of accuracy is also essential.

# THE ROLE

## Job description

### Administration

- Provide logistical and administrative support as requested
- Coordinate and organise meetings and bookings as required, including collating agendas, and taking notes as required.
- Manage team folders and data, ensuring this is well organised
- Answer queries about Frontline by e-mail, telephone, and face-to-face.
- Support team with finances and procurement where relevant, including having oversight of the Participant Hardship Fund.

### Events

- Help design, plan, budget and manage regional (and sometimes national) events, both online and in-person.
- Manage, communicate and support delegates with clear and timely information.
- Manage the procurement process for Teaching Day venues.
- Coordinate and organise travel and accommodation arrangements for staff
- Coordinate and communicate with participants
- Where required manage and respond to Participant and CSW enquiries and requests for support including the management of the Participant inboxes.
- Coordinate Participant Representatives through timely communication.
- First point of contact for participants and last point of contact coordinating exits
- Coordinate the Participant discipline and Return to Study processes and communicate with participants effectively regarding these proceedings.

### Database administration

- Manage participant data on Salesforce (and other systems)
- Manage other regional data including but, not limited to event tracking
- Generate analytics and reports and present updates at relevant meetings.

### Ad-hoc projects

- Proactively contribute to our culture of Freedom & Responsibility
- Support your team and the wider organisation in meeting Frontline's objectives by taking on additional projects and tasks as and when required.
- Confidently provide important updates on policies, procedures, and numbers at team meetings when required.
- Create inductions for all new starters joining the Delivery team.



# THE ROLE

## Person specification:

### Experience and knowledge

- Clear understanding of and enthusiasm for Frontline's mission and vision
- Previous administration experience in busy office environment
- Experience of organising meetings & note taking
- Experience in setting up tracking and filing systems
- Experience of effectively using Microsoft Office, particularly Outlook, Word and Excel
- Experience of working with senior management
- Experience of venue procurement and contract management, as well as the handling of large budgets
- Experience of online event management for up to 30 attendees (desirable)
- Experience of working within higher education settings and/or within a student facing role (desirable)

### Characteristics and skills

- High level of organisation, ability to multi-task
- Confident telephone manner
- Ability to use Microsoft Word, Excel, Power Point, Salesforce etc.
- Willingness to learn new systems and processes
- Ability to manage own workload, work independently, and show initiative
- Ability to work across teams efficiently to achieve shared organisational goals
- Ability to pay attention to detail and produce accurate work to a high standard
- Ability to manage emails, telephone enquiries and basic finance tasks efficiently
- A flexible, confident and hands-on approach
- Ability to deal with sensitive data in a professional and confidential manner
- Able to build positive relationships with people, to be assertive and persuasive

We believe that diversity makes for a stronger team and want our organisation to better reflect the communities we serve. Therefore, we are actively seeking applicants from racialised minority backgrounds for this role. We are also a disability confident employer and welcome applicants with disabilities. We ensure a diverse shortlist for all our roles when prompted, we encourage you to share this information with us if you feel comfortable 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:

- Relevant professional qualification <amend if appropriate>
- Right to work in the UK
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

## 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:

Tracey Ellison, Head of Delivery North at [tracey.ellison@thefrontline.org.uk](mailto:tracey.ellison@thefrontline.org.uk)

