

A photograph of two women in an office setting. 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 both smiling and gesturing with their hands as if in conversation. The background features a wall with large, overlapping geometric shapes in shades of blue, grey, and white.

Frontline

**Operations Manager
Maternity Cover**

JOB PACK

If you would prefer this read aloud, guidance is available [here](#).

OUR MISSION

Almost 700,000 children in England rely on the support of social workers each year. These children need and deserve the support of life-changing social work professionals who can empower them to achieve their full potential and help to break the cycle of trauma and disadvantage.

Frontline is England's largest children's social work charity. We're committed to ensuring a safe and stable home for all children so they can reach their full potential - no matter their social or family circumstance. Our mission is to create social change for children who do not have a safe or stable home, by developing excellent social work practice, leadership and innovation. We are creating social change by building a movement of leaders in social work and broader society as part of our Fellowship. We have ambitious aims to grow this community to 5,000 impactful fellows by 2025, and with it our fellows' ability to effect system changes that will improve the life chances of vulnerable 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 becoming 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 published a racial diversity and inclusion plan in June 2020 and have been working to deliver this since that time, which you can read more about on our website [here](#).

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 Resource Groups (incl. LGBTQ+ Affinity Group, Black Affinity Group, family network)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Frontline Fellowship after one year of service



Family

- Enhanced Occupational Maternity, Adoption, and Shared Parental leave policies
- Partner leave
- 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 – Professional qualifications and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach



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 – assessments and counselling
- Life Assurance Scheme – death in service benefit of x3 annual salary
- Free eye test and flu vaccine
- Employee-led Wellbeing Action Group
- Sabbatical after 3 years' service (up to 6 months)



Pay, pension and loans

- Transparent salary structure
- Up to 8% employer pension contribution
- Interest-free bike and season ticket loan
- Interest-free deposit loan for renting or buying a new home

THE ROLE

Reports to:
Head of Programme Management

Salary:
£46,285.55 (inclusive of London weighting) plus competitive pension

Contract:
Full-time, Fixed Term Contract, with anticipated duration of 9-12 months.

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

Direct reports: Academic Registrar, Operations Officer

Closing date: 10am, Tuesday 4th March 2025

Interviews:
First round: Friday 14th March (online via Microsoft Teams)

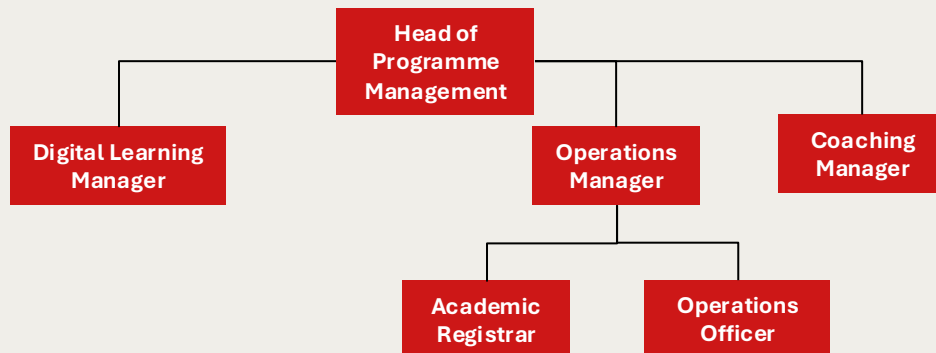
Second round: Friday 21st March 2025 (online via Microsoft Teams)
Possible task during second round.

Desired start date: May 2025



The team you will be working in:

Programme Management is a multi-specialist team that manages the national logistical and support functions for Frontline's programmes, ensuring teams are well supported to deliver the programmes effectively and participants and leaders have an excellent experience. The Operations Manager is one of several managers within the team.



THE ROLE

Job description:

The Operations Manager is responsible for ensuring effective operations, systems, and processes are well designed and implemented across our core programmes such as [Approach Social Work](#) and the [Consultant Social Worker](#) programme.

With strong project and event management experience, they support the Operations Officer to operationalise the first five weeks of the Approach Social Work programme, known as the Readiness for Practice (RfP) stage. RfP starts in the summer, with five weeks of intensive study that takes place mostly online, but with five days of in-person teaching.

Key responsibilities:

- Embed mechanisms, processes and systems across core programmes that are sensible, applied consistently and promote continual improvement
- Oversee the high-level event operations of the Readiness for Practice Stage
- Line management of Operations Officer & Academic Registrar: set expectations, support, & inspire to deliver team objectives to a high standard
- Alongside Academic Registrar, ensure that operational procedures & systems comply with programme policies & Social Work England requirements.
- Write supporting Standard Operation Procedures as required.
- Ensure exemplary support for participants is accessible, timely and useful
- Ensure programme handbooks and other important programme documentation is comprehensive and released in good time
- Ensure contracted partners (i.e., the Readiness for Practice venue provider) are managed effectively and held to account
- End-to-end management of Approach Social Work's core surveys (launch, feedback review meetings, results write up for Department for Education).
- Train delivery staff on operational procedures for high standard enactment.
- Monitor operational interdependencies, identify potential risks, and implement mitigation measures where required.
- Budget management

For residential dates where specialist support & event management is required, the Operations Manager is expected to be in attendance. Please note therefore that some travel and overnight stays is required between July-August. Time-in lieu will be fairly agreed with the Head of Programme Management.



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Experience of leading and delivering in-person events	Essential	<i>Interview and Application</i>
Experience of developing systems & processes to ensure quality and efficiency	Essential	<i>Interview and Application</i>
Exemplary project management skills with demonstrable experience in managing and leading multiple projects and delivering quality outputs within timeframes	Essential	<i>Interview and Application</i>
Experience of working effectively with senior stakeholders in a range of roles	Essential	<i>Interview and Application</i>
Knowledge of Customer Relationship Management (CRM) systems, such as Salesforce, and how they work	Desirable	<i>Interview and Application</i>
Experience of leading & managing others	Desirable	<i>Interview and Application</i>
Confidence in managing budgets	Desirable	<i>Interview and Application</i>



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong presentation, written and verbal communication skills with the ability to influence and persuade at all levels of the organisation	<i>Essential</i>	<i>Interview and Application</i>
Strategic thinker with the ability to conceptualise and translate processes into practical application	<i>Essential</i>	<i>Interview and Application</i>
Highly organised and able to manage and prioritise a busy workload within a dynamic working environment	<i>Essential</i>	<i>Interview and Application</i>
Experience of managing changing priorities and multiple projects simultaneously	<i>Essential</i>	<i>Interview and Application</i>
A determined, proactive and logical approach to problem solving	<i>Essential</i>	<i>Interview and Application</i>
Strong relational skills and an interest in drawing in different views and approaches	<i>Essential</i>	<i>Interview and Application</i>
A disposition for measurement, data and evidence to drive decision making on programme development, delivery and evaluation	<i>Essential</i>	<i>Interview and Application</i>

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.



THE ROLE

You may not have all 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

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:

Caterina Lamacchia, Operations Manager at
Caterina.Lamacchia@thefrontline.org.uk

