Frontline

Programme Manager

Programme Management

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.

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Important information

Reports to: Head of Programme Management

Salary: £45,288.27 (£48,863.65 inclusive of London Office Allowance) plus competitive pension

Contract: Full-time, permanent

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

Those living outside the M25 can opt to not receive London Office Allowance and agree a more flexible office attendance pattern at offer stage. Please note that travel to the London office is at your own expense.

The team you will be working in:

The Programme Management Team is at the heart of Frontline's work, enabling our programmes to be delivered consistently, effectively and at scale. As Frontline continues to expand its programme portfolio, we are growing our Programme Management Team to support high-quality programme delivery and implementation across our organisation.

Direct reports: Programme Officer

Closing date: Tuesday 3rd November 2026, 9am

Interviews:

- First round: from Friday 13th November (online)
- Second round: from Thursday 19th November (online)

Frontline

Job description

Frontline is entering an exciting period of growth and development as we continue to expand our programme portfolio and strengthen the support we provide to social workers and leaders throughout their careers.

We deliver a range of programmes and services that support participants at different stages of the social work career pathway, from those entering the profession through to experienced leaders. As our organisation grows, we are continuing to invest in the people, systems and capabilities needed to support high-quality delivery across our portfolio.

The Programme/Project Manager will play a critical role in supporting the successful mobilisation, implementation and delivery of Frontline's programmes and organisational priorities. Initially, the postholder will coordinate activity across multiple projects, workstreams and stakeholders, helping ensure key milestones, deliverables and organisational commitments are met.

The role will oversee plans, risks, dependencies, decisions and stakeholder engagement across a complex programme environment, providing the structure, coordination and oversight needed to turn ambitious objectives into successful delivery. The postholder will act as a key point of contact for colleagues, partners and external stakeholders, ensuring activity remains aligned, coordinated and on track.

The Programme Manager will line manage a Project Officer, providing day-to-day direction, support and oversight whilst helping establish a high-performing programme and project management function capable of supporting Frontline's growing portfolio.

As the organisation continues to evolve, the role is expected to move from implementation-focused activity into direct ownership of one or more programmes, projects or strategic workstreams, taking responsibility for delivery, stakeholder management and ongoing performance. This is an exciting opportunity for someone who enjoys bringing structure to complexity, coordinating diverse stakeholders and turning ambitious plans into successful outcomes.

As we move through this period of growth and change, some aspects of the role, including its job title, reporting line and directorate, may be subject to change as our future organisational structure takes shape.

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Job description

Key responsibilities

Programme mobilisation and delivery

- Coordinate implementation activity across all programme lots and workstreams, ensuring delivery remains aligned to contractual milestones, implementation requirements and launch deadlines.
- Maintain oversight of the implementation plan and actively manage progress against key milestones, dependencies and deliverables.
- Monitor implementation progress and identify risks to delivery at an early stage.
- Ensure actions arising from programme reviews, testing stages, audits and feedback are tracked through to completion.
- Maintain visibility of critical path activities and ensure workstreams remain aligned and coordinated.
- Support successful mobilisation and operational readiness ahead of programme launch.

Programme planning and governance

- Maintain programme plans, RAID logs, decision logs and governance documentation.
- Coordinate governance meetings, implementation boards, working groups and programme reviews.
- Prepare reports, presentations and updates for senior leaders and external stakeholders.
- Track risks, issues, assumptions and dependencies, ensuring appropriate escalation where required.
- Establish effective reporting arrangements to support programme oversight and decision-making.

Stakeholder management

- Act as a key point of contact for teams involved in implementing Frontline's programmes.
- Build strong relationships across Programme Management, Curriculum, Digital Learning, Salesforce, Data, Recruitment and Communications functions.
- Coordinate activity across multiple internal and external stakeholders, ensuring responsibilities, timelines and dependencies are understood.
- Work collaboratively with suppliers, partners and commissioners throughout implementation and mobilisation activity.
- Support effective communication across complex programme workstreams.

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Job description

Key responsibilities continued

Readiness and operational planning

- Coordinate programme readiness activities across delivery, recruitment, workforce, digital, operational and support functions.
- Support implementation testing, readiness reviews and launch planning activity.
- Monitor progress against recruitment, onboarding, facilitator readiness and workforce mobilisation plans.
- Help establish consistent processes, communications and ways of working across the programme portfolio.
- Support the development of sustainable programme management approaches and operating models.

Continuous improvement and standardisation

- Support the development of cross-programme approaches to planning, onboarding, communications, scheduling and delivery.
- Identify opportunities to improve efficiency, strengthen coordination and reduce duplication across programmes.
- Contribute to lessons learned, implementation reviews and continuous improvement activities.
- Help embed effective programme management disciplines and standards across the portfolio.

Job description

Key responsibilities continued

Leadership and team management

- Line manage and develop the Project Officer, providing coaching, support and clear direction.
- Allocate and prioritise workload to ensure programme management activity is delivered effectively.
- Support the development of programme management capability and ways of working.
- Foster a culture of ownership, collaboration, continuous improvement and high-quality delivery.
- Act as a role model for effective planning, governance and stakeholder management.

Future programme leadership

Following the initial mobilisation period:

- Take responsibility for the delivery of one or more programme streams
- Manage programme plans, stakeholders, risks, budgets and delivery activity.
- Support and develop Programme Officers and other members of the programme team.
- Ensure programmes deliver against agreed objectives, participant experience measures and contractual requirements.

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Experience and knowledge

	Essential or desirable	Where this will be assessed?
Significant experience managing projects, programmes or implementation activity in a complex environment.	Essential	Application / Interview
Experience coordinating delivery across multiple teams, stakeholders and workstreams.	Essential	Application / Interview
Experience maintaining programme plans, RAID logs, governance processes and reporting arrangements.	Essential	Application / Interview
Experience identifying, managing and escalating risks, issues and dependencies.	Essential	Application / Interview
Experience leading programme meetings, working groups, governance forums or implementation activities.	Essential	Application / Interview
Experience supporting mobilisation, implementation, transformation or change initiatives.	Essential	Application / Interview
Experience producing reports, plans and updates for senior stakeholders.	Essential	Application / Interview
Experience balancing multiple priorities and deadlines simultaneously.	Essential	Application / Interview
Strong understanding of project and programme management principles.	Essential	Application / Interview
Experience working collaboratively across operational, delivery and specialist teams.	Essential	Application / Interview
Experience managing, coordinating or developing the work of others.	Essential	Application / Interview
Strong organisational, planning and coordination skills.	Essential	Application / Interview

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Experience and knowledge

	Essential or desirable	Where this will be assessed?
Experience working within education, professional development, learning or public service environments.	Desirable	Application / Interview
Experience supporting large-scale programme mobilisation or implementation.	Desirable	Application / Interview
Experience working on government-funded contracts or programmes.	Desirable	Application / Interview
Experience line managing staff and supporting professional development.	Desirable	Application / Interview
Formal project or programme management qualifications such as PRINCE2 or equivalent.	Desirable	Application / Interview

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Skills and characteristics

	Essential or desirable	Where this will be assessed?
Exceptional organisational skills and attention to detail.	Essential	Application / Interview
Strong programme planning and coordination capability.	Essential	Application / Interview
Excellent communication and stakeholder management skills.	Essential	Application / Interview
Ability to build effective relationships and influence across teams and levels of seniority.	Essential	Application / Interview
Strong problem-solving skills and sound judgement.	Essential	Application / Interview
Able to bring structure and clarity to complex programmes and competing priorities.	Essential	Application / Interview
Highly proactive and able to drive activity forward independently.	Essential	Application / Interview
Comfortable working in ambiguity, managing change and adapting to evolving priorities.	Essential	Application / Interview
Resilient and calm under pressure.	Essential	Application / Interview
Commitment to continuous improvement and high-quality delivery.	Essential	Application / Interview

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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: Francesca Waters / Interim Programme Operations Director / Francesca.Waters@thefrontline.org.uk

Frontline

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

Frontline

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

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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

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Our benefits cont.

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)

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