

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 jacket, has their arms raised in excitement. The child on the right, also with dark curly hair and wearing a white sweater with a colorful pattern, is looking towards the camera with a wide, joyful smile. On the table, there are several toys: a stack of colorful wooden rings (yellow, orange, red, purple, blue), a green plastic dinosaur, and several wooden blocks, including one with the number '3' and another with the number '1'. The background shows a kitchen area with a refrigerator covered in papers and a white door.

**Programme Support
Coordinator**

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: Team Lead, Manager or Senior Manager

Salary: £29,794.91 (£33,370.31 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:

Our Coordinators work across a variety of teams that support the successful delivery of Frontline's programmes and services. From learning and development and programme delivery to governance and digital learning, these teams work together to ensure high-quality experiences for participants, partners and stakeholders.

You will join a collaborative team and play an important role in coordinating activity, supporting stakeholders and helping colleagues deliver their objectives effectively.

Closing date: 05/11/2026

Interview: 17/11/2026 (online)



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.

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

The role

Coordinators play an important role in helping Frontline deliver high-quality programmes and services. They provide the organisation, communication and administrative support that enables teams to operate effectively, supports positive stakeholder experiences and helps ensure key priorities are delivered successfully.

Working closely with colleagues across Frontline, Coordinators help plan activity, coordinate stakeholders, manage information and support the smooth day-to-day running of projects, programmes and operational functions.

Whilst successful candidates will be deployed to a specific team, all Coordinator roles require strong organisational skills, excellent attention to detail, a proactive approach and the ability to build effective working relationships.

This is an excellent opportunity for someone looking to develop their career in programme delivery, learning and development, governance, digital services or organisational operations within a purpose-driven organisation.



Job description

Examples of teams and roles you may join

Whilst all Coordinator roles share a common set of core skills, the work of each team is different. Examples of roles include but are not limited to:

Design and Delivery Coordinator: support the planning and delivery of learning and development programmes for social workers and leaders. This may include coordinating workshops, residential events and online learning activities, preparing programme resources, managing participant communications and supporting facilitators to deliver high-quality learning experiences.

Digital Learning Coordinator: support the day-to-day operation of Frontline's digital learning platforms and systems. This may include responding to learner and stakeholder enquiries, managing digital learning inboxes, supporting online events and webinars, maintaining digital content and resources, troubleshooting user issues and helping ensure learners have a positive experience of Frontline's digital services.

Programme Delivery Coordinator: support programme and project teams by coordinating meetings, maintaining plans and documentation, tracking actions and milestones, supporting stakeholder engagement and helping teams stay organised and on track.



Job description

Key responsibilities:

Coordination and planning

- Coordinate activities, projects, meetings and events to support the successful delivery of programmes and services.
- Maintain plans, trackers and documentation, ensuring actions and deadlines are clear and up to date.
- Monitor progress and follow up with colleagues to help keep work on track.

Stakeholder support and communication

- Act as a point of contact for participants, partners, and colleagues.
- Coordinate communications and information sharing across teams and stakeholders.
- Build positive working relationships and provide a high standard of customer service.

Administration and information management

- Organise meetings, workshops and events, including logistics, agendas, note taking and action tracking.
- Maintain accurate records, systems and document repositories.
- Support the production of reports, presentations and other team materials.

Programme and operational support

- Provide day-to-day support to programme, project or operational activity.
- Assist with onboarding, scheduling, events, communications and resource management.
- Help identify and resolve practical issues that may affect delivery.

Continuous improvement

- Identify opportunities to improve processes, systems and ways of working.
- Support the implementation of new tools, technologies and approaches.
- Share learning and good practice with colleagues across Frontline.



Experience and knowledge

	Essential or desirable	Where this will be assessed?
Experience in a coordination, administration, project, programme or operational support role.	Essential	Application and interview
Experience coordinating multiple stakeholders and competing priorities.	Essential	Application and interview
Experience organising meetings, maintaining documentation and following up actions.	Essential	Application and interview
Good IT skills, including Microsoft Office applications.	Essential	Application and interview
Experience maintaining information, records or reporting systems.	Desirable	Application and interview
Experience working within education, learning, public sector or not-for-profit environments.	Desirable	Application and interview



Skills and characteristics

	Essential or desirable	Where this will be assessed?
Strong organisational skills, with the ability to prioritise work and manage competing demands effectively.	Essential	Application and interview
Excellent attention to detail and commitment to producing accurate, high-quality work.	Essential	Application and interview
Strong written and verbal communication skills, with the ability to communicate clearly with a range of audiences.	Essential	Application and interview
Proactive and dependable, taking responsibility for tasks and following them through to completion.	Essential	Application and interview
Collaborative, with the ability to build positive working relationships and contribute effectively as part of a team.	Essential	Application and interview
Adaptable and resilient, responding positively to changing priorities and ways of working.	Essential	Application and interview
Confident using new systems, tools and technologies.	Desirable	Application and interview
Demonstrates a commitment to learning and continuous improvement.	Desirable	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



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 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)