

Programme Support Officer

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.





Frontline

Important information

Reports to: Team Lead, Manager or Senior Manager

Salary: £32,178.51 - £39,329.28 (£35,753.90 - £42,904.67 inclusive of London office allowance) plus competitive pension

Contract: Full-time, permanent

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

The salary range reflects the range of Officer roles covered by this recruitment campaign. Individual roles have been evaluated and benchmarked according to Frontline's pay framework and may sit at different points within the Officer pay band depending on the level of responsibility, complexity and experience required. Candidates will be appointed to the salary associated with the specific role they are offered. Salaries are fixed within Frontline's pay framework and are not negotiable.

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:

Frontline's Officers work across a range of teams that provide the specialist expertise, operational support and coordination needed to deliver high-quality programmes and services. These teams play an important role in supporting programme delivery, strengthening organisational capability and ensuring Frontline can continue to achieve its strategic objectives.

Depending on the role, you may join a team focused on programme management, contract governance, digital learning, data and business intelligence, partnerships or another corporate or operational function. Whilst each team has its own area of expertise, all work collaboratively to support participants, partners and colleagues across Frontline.

As an Officer, you will work closely with stakeholders across the organisation, taking ownership of defined areas of work, contributing specialist knowledge and helping to drive high-quality outcomes. You will be part of a collaborative and supportive team, with opportunities to develop expertise, influence ways of working and contribute to continuous improvement.

Closing date: 05/11/2026

Interview: 17/11/2026 (online)



Frontline

Job description 1

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

Officers play a key role in helping Frontline deliver high-quality programmes and services. They provide specialist expertise, operational support and coordination that enables teams to achieve their objectives, continuously improve and deliver positive outcomes for participants, partners and stakeholders.

Working closely with colleagues across Frontline, Officers take ownership of defined areas of work, manage processes and activities, build strong stakeholder relationships and contribute to the successful delivery of projects, programmes and organisational priorities.

Whilst successful candidates will be deployed to a specific team, all Officer roles require strong organisational skills, sound judgement, effective communication and a proactive approach to problem solving. Depending on the team, Officers may develop expertise in areas such as programme management, contract governance, digital learning, partnerships, data and business intelligence, or organisational operations.

This is an excellent opportunity for someone looking to build specialist expertise, take on meaningful responsibility and contribute to Frontline's mission.





Frontline

Job description 2

Examples of teams and roles you may join

Whilst all Officer roles share a common set of core skills, each team provides a different area of expertise and support to Frontline's programmes and services. Examples of roles include:

Programme Officer: Support the planning, mobilisation and delivery of programmes and projects. This may include maintaining project plans, coordinating governance processes, tracking risks, issues and actions, supporting reporting and working with stakeholders to help ensure successful delivery.

Contract Governance Officer: Support effective contract management and governance across Frontline's programme portfolio. This may include coordinating governance forums, monitoring contractual obligations, supporting assurance activity, maintaining governance documentation and producing reports for internal and external stakeholders.

Digital Learning Officer: Support the delivery and continuous improvement of Frontline's digital learning offer. This may include managing digital learning platforms, maintaining online content and resources, supporting learners and facilitators, coordinating digital learning activity and helping improve the user experience.

Partnerships Officer: Support the development and management of relationships with local authorities, employers and other external partners. This may include coordinating stakeholder engagement activity, supporting partnership communications, maintaining partnership records and helping ensure partners receive a high-quality experience of working with Frontline.

As Frontline continues to evolve, additional Officer opportunities may become available across other teams and functions.





Frontline

Job description

Key responsibilities:

Programme and Operational Delivery

- Take ownership of defined areas of work, ensuring activities and deliverables are completed to a high standard and within agreed timescales.
- Support the planning, mobilisation and delivery of programmes, projects and organisational initiatives.
- Manage multiple priorities and deadlines within a fast-paced and target-driven environment.
- Monitor progress, identify risks or issues and escalate concerns where appropriate.

Stakeholder Management and Collaboration

- Build and maintain effective working relationships with internal and external stakeholders.
- Act as a point of contact within your area of responsibility, ensuring enquiries and requests are responded to professionally and efficiently.
- Coordinate activity across teams and support effective communication between stakeholders.
- Contribute to positive experiences for participants, partners and colleagues.

Governance, Reporting and Information Management

- Support governance, reporting and assurance activity within your area of work.
- Produce reports, briefings, presentations and management information for a range of audiences.
- Maintain accurate records, systems and documentation, ensuring information is reliable and up to date.
- Use data and information to support planning, decision-making and effective delivery.

Continuous Improvement

- Identify opportunities to improve processes, systems and ways of working.
- Contribute to the implementation of new tools, technologies and organisational initiatives.
- Support the use of automation, AI and digital solutions to improve efficiency and effectiveness.
- Share learning and contribute to the development of consistent and sustainable ways of working across Frontline.





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Experience and knowledge

	Essential or desirable	Where this will be assessed?
Experience in a programme, governance, partnerships, digital, operational or comparable professional role.	Essential	Application/interview
Experience managing multiple priorities and deadlines in a varied, target-driven setting.	Essential	Application/interview
Experience working with a range of stakeholders and building positive working relationships.	Essential	Application/interview
Experience taking ownership of defined areas of work and delivering activities through to completion.	Essential	Application/interview
Experience using judgement to resolve issues, identify solutions and escalate concerns appropriately.	Essential	Application/interview
Experience producing reports, presentations, updates or other written outputs for a range of audiences.	Essential	Application/interview
Experience using systems, data or management information to support delivery and decision-making.	Desirable	Application/interview
Experience supporting projects, programmes or operational activity using structured planning, governance or delivery approaches.	Desirable	Application/interview
Experience identifying and implementing improvements to processes, systems or ways of working.	Desirable	Application/interview
Experience working within education, learning, public sector or not-for-profit environments.	Desirable	Application/interview





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Skills and characteristics

	Essential or desirable	Where this will be assessed?
Strong organisational skills, with the ability to manage competing priorities and deadlines effectively.	Essential	Application/interview
Strong written and verbal communication skills, with the ability to tailor communications to different audiences.	Essential	Application/interview
Able to work independently, exercise sound judgement and take ownership of work through to completion.	Essential	Application/interview
Strong stakeholder management skills, with the ability to build positive and productive working relationships.	Essential	Application/interview
Proactive and solution-focused, identifying issues and driving them through to resolution.	Essential	Application/interview
Adaptable and resilient, responding positively to changing priorities and organisational needs.	Essential	Application/interview
Commitment to continuous improvement, seeking opportunities to improve processes, systems and ways of working.	Essential	Application/interview
Interest in developing specialist expertise within a chosen professional area.	Desirable	Application/interview
Understanding of programme, project or governance management principles.	Desirable	Application/interview





Frontline

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.





Frontline

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



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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