

A woman with long braids in an orange sweater and a man in a striped shirt are smiling and gesturing with their hands as if in conversation. They are standing in front of a large, metallic, hourglass-shaped sculpture. The background is a light-colored wall with geometric patterns.

**Frontline**

**Selection Manager  
Recruitment**

**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](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 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 Recruitment

## Salary:

£46,285.55 inclusive of London Weighting plus competitive pension (£42,898.80 outside of London)

## Contract:

Fixed term parental leave cover, 12 months

**Location:** Flexible, regular travel to our head office in London will be a requirement of the role.

## Direct reports:

2x Selection Officer  
3x Graduate Intern (Selection Coordinator) - Seasonal

**Closing date: 9am, Monday 3 February**

## Interviews:

**First round:** Monday 10 February (online via Microsoft Teams)

**Second round:** Friday 14 February (online via Microsoft Teams)

## The team you will be working in:

You will be joining the Recruitment Team for Approach Social Work, a three-year programme where participants qualify as a social worker, study for a master's degree and work directly with children and families.

Our Recruitment team is made up of;

- **Attraction team** - who work to attract applicants to the Frontline Programme from the areas we work nationally, and support applicants to progress and succeed in their applications
- **Selection team** – who deliver the high-volume selection and assessment process for applicants to the programme

As Selection Manager, you will lead a team responsible for selecting and assessing applicants to the programme. You will have oversight for the complex processes involved to ensure we meet our Cohort targets and provide an excellent candidate experience.

Your work is integral to our organisational mission to create social change for children who do not have a safe or stable home, by developing excellent social work practice, leadership and innovation.



# THE ROLE

## Job description:

### Deliver Results

- Oversee the design and delivery of a multi-stage selection process for high volume recruitment, whilst maintaining high standards, and a fair and consistent process.
- Design selection tools and assessment methods that ensure the approach delivers outstanding individuals to train as social workers.
- Run online assessment centres with 12 assessors and up to 28 candidates each day. Responsible for effective delivery and running wash-ups to decide on outcomes in line with our scoring principles.
- Meet critical attraction team objectives, including;
  - targets for offers made to ensure 500 new starters on the programme each year
  - that those applicants and final starting cohort meet targets for diversity to reflect the wider community they will serve in
- Track and report on the selection pipeline and lead on course correction by identifying risks and potential solutions to meet targets
- Evaluate and analyse the success of the selection process, with a view to continually improving the process.

### Team Management

- Line manage the selection team to coach, develop and motivate team members to achieve high performance and deliver an excellent applicant experience
- Take an active role in developing the wider management team to ensure a connected, motivated and supported department
- Oversee selection budget expenditure and forecasting

### Collaboration

- Attraction and Partnerships team – work closely to share information and provide a streamlined approach to attracting, selecting and placing applicants.
- External stakeholders – build excellent relationships with assessors and screeners, young people with care experience, local authority partners



# THE ROLE

## Person specification:

Experience and Knowledge	Essential or Desirable
Experience managing a high-volume recruitment process including applicant management, quality assurance and managing data within an applicant tracking system	<i>Essential</i>
Experience successfully managing and motivating a team. Able to train, develop and support individuals to ensure success	<i>Essential</i>
Strong knowledge of best practice within selection and assessment processes and confident to apply this to make critical hiring decisions	<i>Essential</i>
Experience of data management, analysis and monitoring	<i>Essential</i>
Experience working with varied stakeholders, and/or suppliers	<i>Essential</i>
Experience using CRM software, applicant tracking systems and online platforms to deliver recruitment campaigns (Salesforce, Topscore, Campaign Monitor)	Desirable





# THE ROLE

## Person specification:

### Characteristics and Skills

Commitment to delivering an excellent selection process and to ensuring we meet our targets of 500 new social workers starting each year

Ability to manage relationships with varied stakeholders and adjust communication style to build positive working relationships

Excellent written and oral communication skills to present complex information clearly and with confidence

Highly organised and adept at project management, working within clear timescales and communicating tasks to the wider team

Excellent collaboration skills, to work in partnerships with your peers across connected teams

Analytical and methodical approach to problem solving and decision making – confident in making critical decisions

Leadership ability in order to manage a highly successful team and support direct reports to achieve success

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:

- 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:

Madeleine Auer, Head of Recruitment, [madeleine.auer@thefrontline.org.uk](mailto:madeleine.auer@thefrontline.org.uk)

