

A photograph of two young children of African descent playing at a wooden table. The child on the left, wearing a dark blue patterned shirt, has their arms raised in excitement. The child on the right, wearing a white shirt with a colorful pattern, has a wide, joyful expression. On the table are various toys: a stack of colorful wooden rings, a green plastic dinosaur, and several wooden blocks, including one with the number '1'. In the background, a refrigerator is covered with children's drawings and papers.

Youth engagement worker External Relations

JOB PACK

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

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 develop excellent practice and leadership in social work and other children's services. And we are cultivating innovative new approaches to child protection and driving positive systems change for 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, 30% of our employees are from global majority backgrounds, 6% are disabled, 18 are neurodivergent and 19% identify as LGBTQ+.

We are committed to being 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 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 Affinity Groups (incl. LGBTQ+, Black Affinity Group, Global Majority, Disabled and Neurodivergent, Parenting Network)
- Employee Resource Groups (incl. D&I, Sustainability)
- Organisational away day once a year
- Regular social activities – virtual and in-person
- Social work roles can join the Fellowship after one year of service



Family

- Enhanced Occupational Maternity, Adoption, Paternity and Shared Parental leave policies
- Foster and kinship care policy – support and time off for training (up to 10 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 – L&D Calendar and apprenticeships
- Tailored, in-house workshops
- Coaching with qualified, professional coach
- Mentoring scheme for underrepresented groups



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
- 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

THE ROLE

Reports to:
Youth engagement manager

Salary:
FTE salary £31,547.56 (£35,052.84 – London Office Allowance) plus competitive pension **(To be pro-rated to 0.6 FTE)**

Contract:
Part time (0.6 FTE), permanent (currently funded for 1 year)

Location: Hybrid, minimum 1 day per week in 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.

Direct reports: None

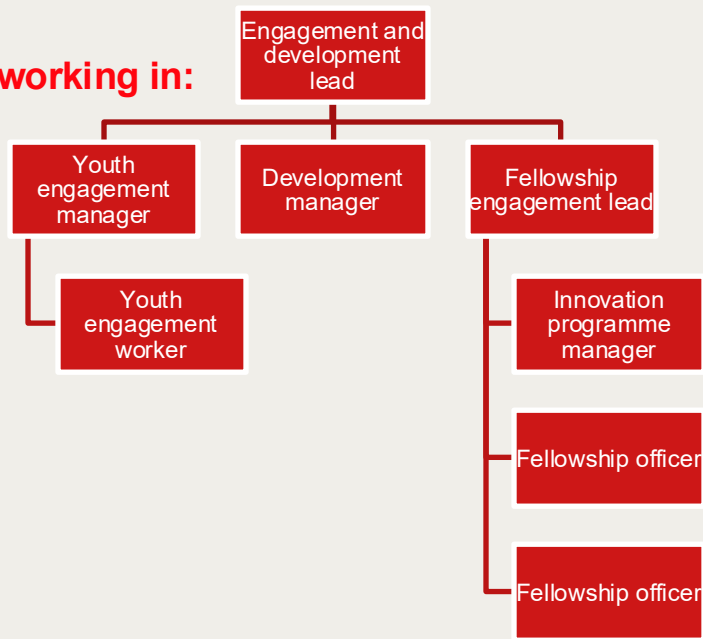
Closing date: 9am 17 August 2026

Interviews:
First round: 27-28 August 2026 (virtual)

Second round: 4 September 2026 (in-person)



The team you will be working in:



THE ROLE

Job description

As our Youth Engagement Worker, you will play a key role in ensuring the voices and experiences of young people help shape Frontline's work, programmes and influence. Working closely with the Youth Engagement Manager, you will support the delivery and growth of our youth engagement offer for young people aged 14-25 with experience of social work and children's services.

This role has been created to support the expansion of our youth engagement work to include young people aged 14-17. While our existing Young People Advisory Board provides valuable retrospective insight from young adults, engaging younger people will help ensure Frontline benefits from the perspectives of those currently experiencing children's social care services. Their experiences will help us maintain the relevance of our training, strengthen our understanding of the challenges facing young people today, and inform our policy and practice influence.

You will help create safe, inclusive and meaningful opportunities for young people to share their experiences and insights, ensuring these inform social work education, practice, policy and organisational learning. Working across Frontline and with external partners, you will support participation activities that amplify young people's voices and contribute to positive systems change for children and families.

Whether facilitating engagement opportunities, supporting the Young People Advisory Board, developing relationships with partners, or capturing learning and impact, you will bring strong organisational skills, sound judgement and a commitment to youth-centred practice to deliver high-quality outcomes for young people and the organisation.



THE ROLE

Key responsibilities:

Youth engagement and participation

- Support delivery of Frontline's youth engagement strategy for young people aged 14-25 with experience of social work and children's services.
- Support the planning, coordination and delivery of engagement opportunities for young people aged 14-17, ensuring activities are safe, inclusive, accessible and age appropriate.
- Support the delivery of the Young People Advisory Board member journey for young people aged 18-25, helping participants engage meaningfully with Frontline's work.
- Facilitate opportunities for young people to share their experiences, perspectives and recommendations in ways that influence training, practice, policy and organisational development.
- Contribute to the development of activities that build young people's confidence, skills, understanding of systems change and ability to influence decision making.

Relationship building and collaboration

- Build and maintain effective relationships with young people, ensuring their participation experience is positive, supportive and meaningful.
- Support the Youth Engagement Manager to develop and maintain partnerships that strengthen referral pathways, broaden participation and increase opportunities for young people to contribute.
- Champion the value of lived experience across Frontline and support colleagues to involve young people in a meaningful and ethical way.
- Work collaboratively with colleagues across Fellowship, communications, evaluation, fundraising and programme teams to maximise engagement opportunities and organisational impact.
- Support progression and connections between the 14-17 youth network and the Young People Advisory Board where appropriate.



THE ROLE

Key responsibilities:

Safeguarding, operations and quality

- Ensure all youth engagement activity is delivered in line with safeguarding, wellbeing, data protection, governance and risk management requirements.
- Support effective planning, administration and delivery of engagement activities, maintaining high standards of organisation and participant support.
- Exercise sound judgement when managing safeguarding or wellbeing concerns, escalating appropriately where required.
- Maintain accurate records, documentation and expenditure in line with agreed processes and budgets.
- Work closely with the Youth Engagement Manager to monitor delivery, manage priorities and continuously improve the participant experience.

Learning, insight and development

- Capture and document young people's experiences, insights and feedback ethically and effectively to inform organisational learning and improvement.
- Support the evaluation of youth engagement activities and contribute to demonstrating their impact.
- Assist with the production of high-quality reports and updates for funders and stakeholders.
- Contribute ideas and opportunities to strengthen and develop Frontline's youth engagement offer, supporting its long-term sustainability and growth.
- Act as an ambassador for youth participation and lived experience involvement, role modelling Frontline's values and commitment to inclusion.



THE ROLE

Person specification:

Experience and Knowledge	Essential or Desirable	Where this will be assessed?
Direct experience of working with young people (14-25) and ability to cultivate relationships	Essential	Interview and application
Knowledge and understanding of the issues that care and social work experienced young people face, and national policy affecting children's social care	Essential	Interview and application
Knowledge and understanding of the principles and practice of engagement and facilitation with groups of young people	Essential	Interview
Experience or understanding of the nature of co-production and its value in producing youth-led initiatives	Desirable	Interview
Experience of working in the social care or youth sector	Essential	Interview
Experience of reporting to funders and working to attract new funding	Desirable	Interview
Understanding of safeguarding and youth work best practice	Essential	Interview



THE ROLE

Person specification:

Characteristics and Skills	Essential or Desirable	Where this will be assessed?
Strong relationship management and interpersonal skills, with the ability to listen to, and understand, young people	Essential	Application
Passionate about the power and need to hear, incorporate and raise the voices of young people and adults to improve social work	Essential	Application and interview
Ability to assess, prioritise and manage a varied and demanding workload	Essential	Application and interview
Ability to build relationships across different teams and functions	Essential	Application and interview
Champion of equality, diversity and inclusion	Essential	Interview
Exceptional communication and IT skills (e.g. CRM, Microsoft)	Essential	Application and interview

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



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
- creating a culture of freedom and responsibility
- actively dismantling discrimination in your role

Right to Work

- We welcome applications from all candidates who have the right to work in the UK. **This role is ineligible for sponsorship and so all applicants must have the right to work in the UK.**
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

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: Kasey Thompson, youth engagement manager at kasey.thompson@thefrontline.org.uk

