

A woman with long braids in an orange sweater and a man in a striped shirt are smiling and talking to each other. They are standing in front of a large, multi-colored hourglass sculpture. The woman is on the left, and the man is on the right, gesturing with his hands.

Frontline

Operations Administrator Programme Management

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 4,000 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 Lisa Zaranyika, Head of D&I on lisa.zaranyika@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 – 24 weeks full pay, followed by 15 weeks statutory pay
- Partner leave – 6 weeks full pay
- Foster and kinship care policy – support and time off for training (up to 5 days)
- Time off for fertility treatment/IVF appointments



Flexible working

- Work from home as often as needed for 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 or sell 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:
Operations Manager

Salary:
£25,087.02 per annum (£28,359.24 inclusive of London weighting) plus competitive pension

Contract:
Full Time, Permanent
Start date 8 January 2024

Location: Flexibility (with ability to travel to London office up to once a week)

The team you will be working in:

The wider Programme Management team (PMT) manages the national logistical and support functions for Frontline 's programmes, ensuring the central curriculum team and delivery teams are well supported to deliver the programmes effectively.

The role of the Operations team within this is to ensure the experience of leaders on the [Pathways Programme](#) and their interaction with the administrative and logistical elements of the programme is seamless and positive.

You will work to ensure a first-class experience of the Pathways Programme. The team supports leaders to maximise their learning experience and works closely with a range of other teams across the organisation to champion and provide excellent support.

The successful candidate will be someone who enjoys multi-tasking, problem-solving, building relationships, communicating effectively and facilitating projects. This role is a fantastic opportunity for someone looking to use and develop their skills in project planning and customer service to transform the lives of vulnerable children.

Please note that internally to Frontline, 'Administrators' are called 'Coordinators' so the job title for this role will be 'Operations Coordinator'

Closing date:
9am, 6 December 2023

Interviews:
First round: 8 December (online via Microsoft Teams)

Second round: 12 and 13 December (online via Microsoft Teams)



THE ROLE

Job description:

Each Operations Coordinator will specialise in a specific Pathway of the [Pathways Programme](#). You will work closely with your counterparts in the Leadership Programmes Team and wider Programme Management Team to ensure your Pathway runs smoothly and that leaders on the programme are supported.

You will be the first point of contact for all leaders and will be involved in all administrative elements relating to logistics and customer experience, from enquiry to completion. Success will be achieving a high quality and timely service to leaders throughout all stages of the programmes.

The individual will lead on the logistical delivery of residential events for the Pathways Programme.

Key responsibilities:

- Acting as a first point of contact for Leadership Programmes queries, answering enquiries through the support centre (Zendesk)
- Manage all logistics and planning of residential events including liaising with venues, booking rooms, arranging catering and sending out clear communications to attendees (overnight attendance will be required)
- Maintain tracking for all leaders in your pathway including onboarding completion, survey completion, reasonable adjustments using our CRM database (Salesforce)
- Screening and allocation of leader applications
- Ensure communications are clear, information and timely
- Supporting other Operations Coordinators on other pathways when required
- Administration of monitoring and evaluation, collating surveys and analysing feedback
- Work collaboratively with counterparts in Leadership Programmes, wider Programme Management, Salesforce team and Partnerships and Placements team



THE ROLE

Person specification:

Experience and knowledge

- Previous experience in event planning
- Confident in the use of technology
- Previous administration experience
- Experience of meeting deadlines even when working with conflicting priorities
- Experience of communicating with multiple stakeholders
- Experience working in a customer facing role
- Experience of providing helpdesk style support in troubleshooting and problem solving. Escalating or working creatively when required to ensure resolution with a variety of stakeholders.
- Experience working with a CRM system e.g., Salesforce (desirable)

Characteristics and skills

- Strong attention to detail and proven ability to produce accurate work
- Good organisational and communication skills, particularly in relation to managing queries
- Ability to solve problems innovatively and efficiently
- Able to build positive relationships with people whilst being assertive and persuasive
- Ability to manage own workload, show initiative, be pro-active and resourceful – escalating to management where appropriate
- Ability to manage emails and basic administrative tasks efficiently
- Thrives in a fast-paced and varied office environment
- Ability to stay calm under pressure
- Desire to develop and learn new skills

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. 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
- 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
- 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:

Jacq Whitelock, Operations Manager at jacq.whitelock@thefrontline.org.uk

