

April 2018

Dear candidate,

At least half a million children in England don't have a safe or stable home. These children and their families face some of the worst life chances, but we know that great social work has the power to change this. That's why Frontline was set up as a charity in 2013. We recruit and develop outstanding individuals to be social workers and leaders to transform the lives of the most vulnerable children and families. We also develop first line managers through Firstline, our leadership programme for those directly managing practitioners. Our Fellowship network supports all individuals that complete extended leadership development programmes with us, they are a group of outstanding leaders working towards our collective mission

I am delighted that you are interested in learning more about Frontline and the new role of Admissions Manager in the recruitment team at this social work charity.

## The Team

The Recruitment team are an award winning team responsible for sourcing, selecting and hiring people who have the potential to be excellent social workers. In 2018-19 academic year, the team expect to receive c.8000 applicant enquiries and c.4500 applications, select 600 applicants to be considered for admissions and placement and placed c. 452 into local authorities across England. The team has previously delivered end-to-end recruitment and we are now looking for someone who can bring experience and expertise to build an admissions team to sit within the recruitment team. The Admissions Manager will manage and deliver a fair and transparent admissions policy and process for the admission of maximum 700 potential applicants to the Frontline Programme for the 2019 cohort. The individual will bring experience of delivering a university admissions service and have excellent organisational skills and attention to detail.

The diverse team is made up of: Attraction team who source applicants for the Frontline Programme to fill places in different regions of the country; Selection team who manage process and delivery of applications and assessment; Early Engagement team who engage prospective applicants outside of the recruitment window and develop the brand through undergraduate students who work for us at their universities.

Frontline are committed to recruiting a diverse group of prospective social workers who reflect the communities they serve. As a result, we are particularly interested to receive applications from people who can recognize and advise applicants from diverse backgrounds with varied experiences and needs.

## Application Process

To apply for the role you will need to send by email to [hr@thefrontline.org.uk](mailto:hr@thefrontline.org.uk)

1. Application form and equal opportunities monitoring form
2. Personal statement in support of your application outlining how your knowledge, skills and experience meet the requirement of the person specification. Please ensure you address each point on the person specification as detailed in this pack.
3. Detailed Curriculum Vitae (CV) –(maximum 2 pages)

Applications should be received no later than **24 April 2018**. Interviews will commence week beginning 30 April.

If you have any questions or queries about this role or wish to discuss the position then please contact us at [katie.purser@thefrontline.org.uk](mailto:katie.purser@thefrontline.org.uk). Applications should be sent to [hr@thefrontline.org.uk](mailto:hr@thefrontline.org.uk) with the title 'Admissions Manager, Frontline'.

Yours sincerely,

A handwritten signature in black ink that reads "Josh MacAlister". The signature is written in a cursive, slightly slanted style.

**Josh MacAlister**  
Chief Executive



## Admissions Manager: Job description

**Job Title:** Admissions Manager

**Reports to:** Recruitment Director

**Start date:** by 25 June 2018

**Location:** London (preferable) or Manchester, Birmingham, Newcastle

**Salary:** £37,000 (plus £3000 London weighting)

**Closing date:** 24 April 2018

The new Admissions Manager position in the Recruitment team provides a unique opportunity for someone to establish an admissions team at Frontline. The individual will have the opportunity to recruit two new coordinators and to develop the current systems and processes to ensure more efficiency for applicants and within the organisation. The individual will work alongside the Director and three other managers to ensure that the recruitment team delivers its goals within the required timeframes. Overall, the individual will be responsible for ensuring fair and transparent admissions for applicants to join the largest social work programme in England, impacting on the lives of hundreds of children and families.

### Oversee admission of applicants to the Frontline programme

- Ensure that all applicants placed on the programme have met the conditions of the offer and that all admissions checks have been quality assured
- Uphold the Recruitment and Admissions policy and those organisational policies relating to the fair and consistent admissions to the programme (applying standards set by the social work regulator consistently in the admissions processes)
- Develop and implement clear admissions processes and manage the workload and resources effectively throughout the year
- Project manage all aspects of admissions and develop plans to mitigate risk (e.g. template responses, fair processes)
- Line manage the Admissions Coordinators (one full-time and one fixed-term-contract from September to March) and develop a positive and supportive team culture where decision making is in adherence to policies and process
- Responsible for admissions of some applicants in support of the team's workload

### Communication and Decision Making

- Manage external communication relating to eligibility and admissions to the Frontline Programme (oversee the FAQ inbox and website messaging for applicants) to ensure that applicants make informed choices
- Tactfully resolve applicant issues and make final admissions decisions in respect of complex or non-standard eligibility applications
- Design and deliver training to the recruitment team to ensure that they are fully briefed and trained on any information or changes around admissions

### Manage relationships to support the Admissions process

- Manage the external relationship with the contracted university partner who validate the programme. Work closely with the University Admissions team to ensure all applicants meet the eligibility criteria (the university partner will deliver the service to check NARIC, confirm specific qualifications, complete home office checks to approve right to work and study in the UK)
  - Manage the internal relationship with the Programme team (who manage the suitability for professional practice processes and to work collaboratively on allocation)
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- Oversee the quality assurance process, delegating to other Recruitment team members as appropriate and managing the pipeline to ensure all applicants have been verified as compliant
- Support the wider Recruitment team and other managers with their organisational goals

### **Monitor, Evaluate and Manage Admissions data**

- Use data to monitor and report on the progress of admissions throughout the year and meet key deadlines
- Evaluate and monitor admissions data to identify and communicate risk and plans to mitigate these
- Oversee the process of data transfer of applicant records to key stakeholders
- Handle all data in accordance with GDPR and manage data storage for the whole admissions process
- Support colleagues in other teams with the placement process

### **Support the recruitment team and other managers with their organisational goals**

- For 6 months of the year (September – February) support the Selection team with the assessment process, including screening, assessing and facilitating hiring discussions at the assessment centre
  - Occasional travel for work events to support the Attraction team
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## Person Specification

### Values and alignment

- Prepared to work in line with our [values](#) of being brave, showing respect, pioneering, keeping curious and always keeping in mind that what matters most is what works. You should be able to role model these values in all that you do and expect these of colleagues you work with.
- A willingness and ability to be fully aligned to, and be an advocate for, Frontline's purpose and theory of change across all areas of work including a:
  - focus on having the highest standards for recruiting top talent into social work including people who may not have considered a career in social work before,
  - belief that social work practice needs to improve so that it is more relational, purposeful and skilled and that clear models practice are central to this.
  - belief in the role leadership must play in improving social work at all levels and that rapid improvement will sometimes require disruptive acts of leadership
  - approach to our Fellows (alumni) that celebrates, encourages and recognises individuals who are improving safety and stability for children whether they remain in social work or work outside of the profession
  - and a commitment that every child should have a safe and stable home and that this is best supported by social workers who work alongside families

### Experience and knowledge

- Experience of delivering a university admissions service; including commitment to good customer service, appropriate communication with applicants, some knowledge of qualifications and ability to make difficult decisions in complex admissions situations
- Knowledge of current issues in admissions and changes which may have an impact on our admissions approach, including experience of upholding admissions policies and processes
- Experience of successfully managing and motivating a team. Able to support and develop individuals both within the Admissions team and in the wider team as they support this function
- Good knowledge of data management and good practice including Freedom of Information and the Data Protection Act

### Characteristics and skills

- Someone who can through their personal experience and background, show their ability to relate to and support diverse applicants from a range of ethnicities, genders and age groups
  - Confident to plan for and lead change within the admissions function, working alongside the Director to set the direction in this area of responsibility
  - Able to turn ideas and policy into actions and processes to be delivered consistently by the team
  - High level administration skills, with excellent organisational and time management skills. Able to plan and prioritise workload and team resource to meet tight deadlines
  - Able to use tact, diplomacy and fairness to manage applicant experience, communicating professionally and confidently, particularly in more challenging conversations on the phone or via written communication
  - Able to work quickly and accurately with good attention to detail. Good record keeping skills and able to role model best practice to peers
  - Confident in use of IT, including an applicant tracking system to manage applicant database. Competent in use of Excel to analyse and interpret data and able to present information clearly to communicate key messages to senior stakeholders
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- Excellent inter-personal skills with an ability to build and manage strong partnerships and relationships.
- Ability to be flexible and adaptable in a new team and to work independently

### Education and background

- Right to work in the UK
- Interest in, and commitment to the Frontline programme, mission and values
- This post is subject to an enhanced police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

### The Commitment

- Some longer days from October-January to ensure effective delivery of assessment centres (8.30am-6.30pm).
- Occasional evening and one day weekend recruitment events

## Frontline's mission

Our mission is to transform the lives of vulnerable children by recruiting and developing outstanding individuals to be leaders in social work and broader society.

## Frontline's values

- **Be brave:** be prepared to challenge and don't always reach for the easy answer
- **Show respect:** recognise and value the contributions of others
- **Pioneer:** generate new ideas and make ripples or waves by sharing successes and setbacks
- **Stay curious:** be continually reflective and open to adapting how we work
- **What matters is what works:** be practical, flexible and outcome-focused

## Frontline Benefits

Frontline are committed to the professional development and wellbeing of all staff. Frontline offers a number of core benefits to all employees:

- **Flexible working:** Frontline offer a 'core hours' policy requiring staff to be in the office between 10:00 and 16:30, with flexibility on working hours around this.
- **Pension:** Frontline offer a competitive pension employer contribution with Aviva.
- **Annual Leave:** 25 days per year (in addition to bank holidays) rising by 1 day per year after 2 years in service up to a maximum of 30 days. In addition we give all staff extra days at Christmas as the office closes from 25 December to 2 January.
- **Travel:** Interest free loan for season ticket or bicycle.
- **Training and Development:** Frontline endeavours to offer coaching and mentoring to all staff where required to support development needs.
- **Cycle to work scheme:** Provides a tax efficient way to obtain a bicycle
- **Volunteering days:** All employees can take between 1 and 3 days to volunteer in a mission-aligned charity depending on length of service.
- **Employee Assistance programme:** The EAP is a free, confidential service that offers expert advice, information and counselling for all Frontline employees on a wide range of issues



## Recruitment process

### Safe Recruitment Procedure

Frontline is committed to safeguarding and promoting the welfare of children and young people. In order to meet this responsibility, it follows a rigorous selection process to discourage and screen out unsuitable applicants. This process is outlined below, but can be provided in more detail if requested.

### Disclosure

This post is classified as having substantial access to children, and appointment is subject to an enhanced police check of previous criminal convictions (DBS). Applicants are required, before appointment, to disclose any conviction, caution or binding over including 'spent convictions' under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar individuals from employment – this will depend upon the nature of the offence(s) and when they occurred.

### Shortlisting, interviews and reference checking

Only those candidates meeting the right criteria will be taken forward from application. We regret that we cannot respond individually to unsuccessful candidates so if you have not heard from us within four weeks of the closing date, please assume that your application has not been successful. Shortlisted candidates will be interviewed. References from the previous and current employer may be taken up for shortlisted candidates, and where necessary employers may be contacted to gather further information. Please let us know about any sensitivity regarding the taking up of references prior to interview.

### Applications from those working in partner organisations

Frontline has strong partnerships with Local Authorities and Trusts providing children's social care where there is a shared vision to transform the lives of vulnerable young people and their families. If you are applying for a role at Frontline from one of our partner authorities or trusts we therefore encourage you to be open with your employer about your application. This supports our partner organisations in planning and promotes trust across partnerships.

### Probation

All new staff will be subject to a probation period of six months (which may, in certain circumstances, be extended). The probation period is a trial period, to enable the assessment of an employee's suitability for the job for which they have been employed.

### Questions or further information

If you require more information please contact **hr@thefrontline.org.uk** and a member of the team will get back to you. If you want further information on the programme please visit our website: [www.thefrontline.org.uk](http://www.thefrontline.org.uk)

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