Frontline Area Relationship Lead

Context of role:	To support the roll out of Frontline into new areas
Reporting to:	Business Development Manager
Hours:	24 hours per week
Salary:	£26,000 - £28,500 per annum FTE, dependent on experience
Location:	Saffron Walden, with occasional travel

Are you interested in using your skills to work in the voluntary and community sector and improve people's access to health and wellbeing support? Interested in digital solutions?

The continued growth of our not-for-profit company **Frontline Referrals Ltd** means we are looking for someone with strong initiative and passion for delivering results to join our team and lead the roll out of Frontline into new geographical areas.

This flexible role can grow with you and is ideal for someone who is looking for an opportunity to develop their skills in a vibrant and supportive environment. If you are a hardworking, confident individual looking for an exciting job with lots of potential, we want to hear from you.

Our small, friendly team hails from a diverse range of backgrounds, so we aren't looking for any specific experience. We are more interested in your ability to develop great relationships with stakeholders and build trust in Frontline's platform and service. If you have a knack for problem-solving, a positive attitude and can bring skills to the team, you'll fit right in. We are a family-friendly employer.

About Frontline Referrals Limited

‘Frontline’ is a user-friendly, secure website that helps professionals and the public quickly find details of local health and wellbeing services and to contact services through call back and referral options.

- At a local level it is a ‘living’ library of community support and wellbeing services across a district
- It enables professionals and members of the public to signpost and securely refer into services
- Ensuring that no referrals are missed, Frontline provides a real-time feedback loop on referrals made.

Frontline has grown into a multi-region service covering Essex, East Herts, Northumberland, and Somerset, with further nationwide expansion underway.

Job Description and Person Specification

Key work areas and tasks:

- Forge strong and positive relationships with stakeholders, partners and local communities
- Promote and present Frontline at workshops and various networking forums and meetings
- Feed local information gathered back into the Frontline team to onboard new services
- Effectively manage incoming telephone calls and emails to the team and provide support for users of the service
- Help develop and deliver training for Frontline service users
- Update funders and referral partners on network developments
- Communicate with local media contacts.

About you

- Be passionate about building excellence through delivering a service we can be proud of
- Have outstanding communication skills to build strong connections and nurture partnerships with multiple agencies and stakeholders
- Be a great team player
- Have strong attention to detail and accuracy
- Have strong organisational and planning skills
- Have a positive, proactive and adaptable approach; you will be resilient and able to work on your own initiative
- Have strong IT skills – i.e confident/experienced in cloud based systems like Microsoft 365 / Google Workspace and comfortable learning new systems
- A driving licence and use of a car would be an advantage but not essential.

- Understand and is committed to the aims and principles of Frontline and the wider principles of Citizens Advice.

It would be excellent if you:

- Can demonstrate strong ownership, stakeholder management and prioritisation skills
- Enjoy using data to make decisions and possess strong analytical skills
- Are open to feedback and always looking for ways to improve your own performance
- Have strong problem solving and root cause identification skills
- Have previous sales and / or marketing experience in an applied IT setting
- Have experience in Cyber Security and ISO27001.

Want to chat about this role?

If you want to find out more, you can arrange a call with Amy via amy.rowson@frontlinereferrals.org.uk or visit our website frontlinereferrals.org.uk

The Frontline app - 'Frontline Referrals' - is freely available on all Android and IOS devices.

Frontline Referrals Ltd and Uttlesford Citizens Advice are committed to providing a supportive and inclusive culture.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

We will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor.