Frontline Delivery Manager Role Description

Hours: 4/5 days a week with occasional weekend and evenings
Commencing: January 2027
Salary: FTE £33,000
Location: Beloved Office, Central Bristol
Benefits: 5% Employer Pension Contribution, 28 day holiday entitlement, plus bank holiday allowance, wellbeing days, personal development budget, Cycle to Work Scheme.
Reporting to: Beloved Director

Beloved is a Christian charity that offers support to women who have experience of working in any area of the indoor sex industry including massage parlours, escorting and online settings, in Bristol and the surrounding areas, promoting the dignity and self worth of every woman that we meet.

Due to Beloved being a faith based charity with Christian practices expected of the role, it is an Occupational Requirement to be filled by a Christian. We particularly encourage applications from Black, Asian and Minority Ethnic candidates as people from these groups are underrepresented within our team. We also encourage applicants from those with lived experience.

Our Statement of Faith, Vision and Values and our Equality, Diversity and Inclusion policy are available upon request from info@beloved.org.uk.

How to apply: Please contact info@beloved.org.uk to request a job application pack
Apply by: Sunday 6 December 2026
Interviews: Monday 14 December 2026

Overview of Role

As Frontline Delivery Manager, you will hold responsibility for the service management and support the implementation of the charity's objects, aims and strategies. The role's primary function will be to ensure the continued delivery of outreach and casework; looking at where and how to expand to those most vulnerable in the indoor sex industry in Bristol and surrounding areas, and developing our service as informed by the needs of the women.

This role will form part of the leadership team with the Director and Operations Manager, and will work closely with them to ensure that the strategic aims of the organisation are delivered in a manner that fits with Beloved's culture and Christian ethos.

The Frontline Delivery Manager will also be expected to steer an organisational way of being that is rooted in God's love, joy, kindness and hope with the expectation of transformation.

As an employer, we strive to create a working environment and culture that is conducive to positive wellbeing. As part of our commitment to support all staff and volunteers in their roles, we implement a structure of supervision, wellbeing days and time set aside for professional development. Further details can be found in your contract of employment.

Key Tasks

- Feed into the vision and strategy of Beloved's provision for the women.
- Uphold the Christian mission within all the services and make sure its practical application is taken forward in prayer, word and deed. Applying and upholding the biblical precedence for each service area.
- To ensure that services are meaningful, transformative and relevant.

- Gather information from the women, finding appropriate formal and informal methods.
- Ensuring effective use of resources and donations.
- Work with the Operations Manager to ensure appropriate management of funds and contribute to funder reports.
- To support the Engagement Coordinator to recruit, train and manage volunteers.
- To ensure all members of the frontline team are keeping the projects on track, meeting targets and funder expectations.
- Plan and organise a programme of suitable activities for the women, in line with the aims and objectives of Beloved, including local community-based activities, promoting positive inclusion wherever possible.
- To ensure the frontline team works collaboratively and meets their individual project goals.
- Collaborative working with stakeholders across a range of sectors and organisations.
- To liaise and create effective working relationships with partner organisations.
- Comply with Beloved's policies and procedures.
- Attend training and development as identified by you and your manager.
- Attend team meetings and supervision.
- Provide SLT duty rota cover for out of hours outreach.
- To hold the role of safeguarding lead for the organisation; responding, reporting and recording all safeguarding concerns in the appropriate, timely manner; keeping up to date with training and ensuring staff are aware of the correct process.
- Undertake research to support ongoing, proactive, evidence-based service development as well as keeping up to date with the political environment and context of the sex industry.
- Provide monitoring data and trends for evidence for reports and working for change.
- Report to the Director issues and trends raised by casework and supply data as required.

Line Management

- To line manage members of the frontline team, including supervision, setting objectives, team meeting and carrying out annual appraisals.
- To support the emotional and spiritual wellbeing of line managees and respond to any concerns with quick, proactive action, ensuring all wellbeing structures are in place and actively used.
- To identify training needs for the team and proactively resolve performance issues by putting plans in place to support people to achieve their goals.
- To work with the Operations Manager and Director to deal with any disciplinary issues or grievances.
- To attend HR and management training as appropriate.

Service Management and Delivery

- To manage the Beloved Service to support women who are working in the indoor sex industry.
- To implement a high-quality service, to efficiently monitor casework and maintain an effective casework database system.
- To ensure the team keeps accurate records of all clients and maintains a database of client information with progress and outcomes.
- To build relationships with women through group and 1-1 activities and carry a caseload (high risk, complex)
- To provide practical and emotional support to women around safety, housing, access to services (health, social care, mental health support, benefits, access needs etc).
- To advocate for the safety of our clients, their children or other dependents.
- To work in a confidential way, taking a non-judgmental approach and promoting anti-oppressive practice.
- Continue to develop our referral processes with key partners such as GP practices, health and social care teams and voluntary sector partners.
- To manage enquiries and referrals to Beloved from a range of partner agencies and self-referrals from survivors of domestic abuse.
- Supporting women into housing and alternative communities and accommodation.
- Identifying appropriate support to enable women to explore vocational opportunities and to enable women to think through transition plans.

Casework Management

- Ensure casework systems and practices are up-to-date, and effective in managing client caseload and safety, and are accessible to staff and volunteers.
- Hold team casework meetings and casework reviews with the team.
- Advise and support team members in their casework, answer queries and challenge or step in where needed as well as providing the support they may need.
- Allocate cases and assist the caseworkers to manage their workload.
- Ensure that all service delivery is in line with Beloved's policies and procedures.
- Ensure that clients' access, communication and cultural needs are met by Beloved.
- Ensure confidentiality and sensitivity in line with Beloved policies.

Person Specification

Factor	Essential	Desirable
Qualifications	A Levels or an equivalent Level 3 qualification.	Degree or equivalent in a relevant subject. Relevant social work qualification.
Experience/Knowledge	2+ years experience in managing others. 3+ years experience of working with vulnerable groups. Knowledge of referral pathways, and how to make use of information, advice and networks. Experience of dealing with safeguarding concerns. Experience of developing partnerships and relationships with organisations. Experience of setting, recording and evidencing outcomes.	Experience holding a safeguarding lead role. Skilled in use of Google Drive. Lived experience of societal disadvantages.
Skills/Abilities	Excellent verbal and written skills. Excellent listening skills. Excellent leadership skills. Excellent organisation and planning skills. Able to work using own initiative Car driver and clean driving licence Ability to build trust and work with people from various backgrounds in a non-judgmental manner.	
Personal Qualities	Enthusiastic, confident, high personal integrity.	