

Fashion
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SMART
WORKS

SMART WORKS LEEDS

Client Services Coordinator

Salary: £14,040 (£24,960 FTE).

Contract: Fixed Term for 12 months

Working pattern: Part Time, 22.5 hours per week, flexible across 3 or 4 days.

Location: Mabgate Mills, Leeds

Closing date: 5pm on Sunday 13 October

ABOUT SMART WORKS

Smart Works is a dynamic, high profile and fast-growing UK charity that dresses, coaches and empowers unemployed women for success at their job interview.

After visiting Smart Works, 63% of clients secure a job within a month.

The Smart Works service is delivered in London, Manchester, Stockport, Glasgow, Edinburgh, Birmingham, Newcastle, Reading and Leeds. Over the past ten years, Smart Works has helped over 35,000 women. It is our mission that any woman who needs our service should be able to find her way to a Smart Works centre.

In April 2022, Smart Works launched a Three-Year Plan that will see the charity double the number of women helped annually from 5,000 to 10,000 women a year. We are on track to achieve this by expanding the reach of our existing centres and opening new centres in areas of need including Bristol; set to open in early 2025.

Smart Works has been voted Social Action Charity of the Year and is honoured to have The Duchess of Sussex as our Patron.



ABOUT THE ROLE



Smart Works Leeds have received a grant from The National Lottery to recruit a key role within the Service Delivery team, a Client Services Coordinator.

The successful candidate will be responsible for talking clients through the service; scheduling appointments; answering queries; and providing check-in calls as well as welcoming the clients at their appointment and following up with them after their interviews.

Along with the communication with clients, the Client Services Coordinator will also liaise with our volunteer team, providing them with the necessary information about each client to ensure that their appointment is tailored to their needs, and they feel comfortable at each stage of their journey with Smart Works.

DUTIES AND RESPONSIBILITIES

Reporting to the Centre Manager the successful candidate will support on the following activities;

- Booking in referrals and clients over the phone as well as through our online portal
- Running the service end to end each day
- Communicating with volunteers regarding their daily schedule and providing them with all information they will need
- Welcoming clients to the centre for their appointments
- Accepting Donations that are dropped off
- Ensuring all forms are completed for each client and inputted onto the database
- Following up with clients via phone and email after their appointment



SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

The role will suit anyone who is organised, practical, and has an interest in working in the charity sector.

A successful candidate will demonstrate the following traits:

- Friendly, clear, and confident communication with stakeholders (over the phone, face to face and via email)
- A good team player with a strong work ethic, who is also able to make decisions and problem solve independently
- The ability to manage shifting priorities throughout the day and adapt to changes quickly
- Curious, enjoy learning and trying new things
- A creative problem solver with the ability to find unique solutions to challenges.
- Highly organised with great attention to detail
- A confident IT user
- Experience working in a customer service, receptionist or admin role might be helpful, but is not required

General duties of a Smart Works staff member

- Work collaboratively and cooperatively with all team members and take an active part in staff meetings and discussions.
- Adhere to our policies and procedures and be an ambassador for our charity.
- Play your part in ensuring that each woman who comes through our door is treated with respect and empathy.

BENEFITS, TERMS, AND CONDITIONS

- Salary of £14,040 (£24,960 FTE).
- Fixed term for 12 months
- Part time 22.5 hours per week (Flexible across either 3 or 4 days)
- Reporting to the Centre Manager.
- The role is based in the Smart Works Leeds centre in Mabgate Mills.
- The role may require occasional evening hours and some weekend work
- 25 days annual leave (pro rata), plus bank holidays and additional discretionary leave between Christmas and New Year.
- Positive working environment with investment in training and progression.
- VIP access at Smart Works sales, events and pop-up shops.
- All successful applicants must provide references and complete a satisfactory Basic DBS and Right to Work check.

HOW TO APPLY

Please submit a CV through our recruitment system by **5pm on Sunday 13th October**.

The first round of interviews will take place virtually on Thursday 17th October and the second round of interviews will take place in person at the Smart Works Leeds centre on Monday 21st October.

If you require any reasonable adjustments or alterations for the application and recruitment processes, please contact recruitment@smartworks.org.uk.

Smart Works is committed to best practice employment practices, including reducing the burden for those seeking work. Smart Works will therefore reimburse reasonable costs of travel to interviews if required.

Smart Works promotes equity, diversity, and inclusion in our workplace. We make employment decisions by matching the Charity's needs with the skills and experience of candidates. These decisions are made irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

At Smart Works we will apply suitable measures to keep your information secure in accordance with our Privacy Policy (a current version of which is available on our [website](#)).

