

Fashion
AS A FORCE
for good

SMART
WORKS

SMART WORKS CHARITY

IT & OPERATIONS MANAGER

Salary: £30,000-£37,000 depending on experience.

Contract: Permanent

Working pattern: Full time, Mon-Fri, 9am-5pm but open to flexible working.

Location: London preferred; open to discussing other locations at interview

Closing date: Midday on Monday 3rd March

ABOUT SMART WORKS

Smart Works is a dynamic, high profile and fast-growing UK charity that dresses and coaches unemployed women for success at their job interview. We empower each woman by giving her the clothes and the confidence she needs to succeed. After visiting Smart Works, 63% of clients secure a job within a month, gaining financial independence and transforming their lives.

The Smart Works service is currently delivered in London, Manchester, Glasgow, Edinburgh, Birmingham, Newcastle, Reading and Leeds, with a new centre in Bristol due to open in 2025. 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.

Our clients are mostly long-term unemployed and have experienced repeated rejections from multiple jobs: 40% have been unemployed for over a year, 20% have applied to over 20 jobs and 23% have applied to over 50 jobs. The majority are also from minoritised communities and face intersectional barriers to employment: 32% are lone parents, 16% consider themselves to have a disability and 52% are from an ethnic minority.

In April 2022, Smart Works launched a new Three-Year Plan that will see the charity double the number of women helped annually from 5,000 to 10,000 women a year. As we approach the end of year 3, Smart Works is on track to deliver the Plan, having delivered a 42% year-on-year uplift in engagement with our core Interview Dressing & Preparation service and with new centres opened in Croydon and Glasgow.

Smart Works has been voted Social Action Charity of the Year. More information about who we are can be found on our [website](#).



ABOUT THE ROLE

As IT & Operations Manager at Smart Works, you will play a pivotal role in managing the charity's operational and digital infrastructure, ensuring the organisation runs smoothly and efficiently. You will oversee IT systems, digital platforms, and cybersecurity measures, identifying opportunities for improvement and innovation. By leading key operational projects, you will support Smart Works in activities to support women into employment, working closely with cross-functional teams to drive efficiency and enhance our technology integration.

This role requires a hands-on approach, balancing day-to-day system administration with the management of IT contracts and digital tools such as databases and online referral forms. You will also take ownership of Smart Works' internal staff platform, implementing upgrades and training staff.

The ideal candidate will be proactive, solutions-driven, and comfortable working across multiple projects in a fast-paced environment. You will collaborate with senior stakeholders to introduce operational improvements and ensure the effective delivery of Smart Works' strategy. Ideally, you will have expertise in cybersecurity and risk management that will support in safeguarding sensitive information and maintaining compliance with data protection regulations.

Through supporting our digital offer and the smooth operations of the charity, this role offers an exciting opportunity to make a real impact within a dynamic and purpose-driven organisation.

Ideally, the successful candidate will be based at one of our London centres and will travel to other Smart Works centres across the UK when needed. There may be occasional evening and weekend work as the successful candidate will be part of the wider centre team, supporting with networking and other key events.



DUTIES AND RESPONSIBILITIES

Managing operational infrastructure:

- Manage the Smart Works IT infrastructure and support contract, to ensure cost-effective and high-quality service delivery.
- Support the successful launch and on-going operation of key digital infrastructure used across the charity, including databases, SharePoint sites and the backend of digital forms, such as the dressing and online referral form.
- Troubleshoot IT platform-related issues and liaise with developers when needed
- Identify opportunities for operational improvement and innovation, and present these to senior stakeholders.
- Oversee and maintain IT infrastructure, ensuring high availability, security, and optimal performance.
- Manage cloud services, IT providers and hardware procurement to support organisational needs.
- Implement and enforce IT policies and best practices.
- Work collaboratively with the People team and local centres to manage digital process associated with new starters / leavers.
- Ad hoc tasks to support the smooth running of Smart Works and delivery of the charity's strategy.

Digital Platform Management

- Maintain and enhance Smart Works' internal staff platform to improve user experience and efficiency.
- Identify and implement system upgrades, customisations, and integrations to meet staff needs.
- Provide training and support to staff on platform usage and IT best practices.

Project Management

- Lead operational projects aimed at improving internal operations efficiency and/or technology integration.
- Manage timelines, budgets, and resources for IT and operations projects.
- Be point of contact for new ideas and operations initiatives across the Group to ensure these are shared in a cohesive and structured manner.
- Collaborate with cross-functional teams to ensure project alignment with organisational goals.
- Monitor and report on key performance metrics related to IT and operations.
- Identify and implement solutions to operational challenges to enhance productivity.
- Lead on the creation of new digital platforms, in accordance with the strategic plan.

Cybersecurity & Risk Management

- Drive cybersecurity improvements by implementing best practices and proactive security measures.
- Ensure compliance with data protection regulations and industry standards.
- Conduct regular security assessments and risk analysis to safeguard IT infrastructure and sensitive information.

SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

Essential Criteria

- Experience in IT and operations management, ideally within a charity or non-profit organisation.
- Experience of end to end project management, preferably in an IT or operations context.
- Strong knowledge of IT systems, cloud services (e.g. Microsoft 365, Dynamics 365) and cybersecurity best practices.
- Ability to lead IT and operational projects, including digital process improvements, within a limited budget.
- Awareness of GDPR, Cyber Essentials, and other relevant data security and compliance standards.
- Experience working with external IT vendors, service providers, and internal stakeholders, ensuring cost-effective procurement.
- Ability to manage budgets effectively, ensuring IT and operational costs align with budgets.
- Proactive and hands-on approach to troubleshooting technical and operational issues, with a focus on efficiency and impact.
- Ability to work collaboratively as part of a team

Desirable Criteria

- Familiarity with GDPR regulations and requirements.
- Familiarity with IT systems e.g. Raiser's Edge.
- Experience in strengthening cybersecurity resilience, including staff training on digital security.
- Understanding of property management, health and safety compliance, and office infrastructure.
- Experience of managing the back end of digital platforms.
- Experience training staff and volunteers on IT systems and best practices.
- Knowledge of procurement principles.

General duties of a Smart Works staff member

- Represent the Charity's entrepreneurial drive and focus on tangible outcomes, helping to deliver big results from a small staff team
- 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

If you're passionate about our mission and believe you have the skills to make a meaningful impact, you are encouraged to apply, even if you don't meet every requirement listed.

We particularly welcome applications from black, Asian and minority ethnic candidates, disabled candidates, and candidates with lived experience of female unemployment as we would like to increase the representation of these groups at Smart Works.

BENEFITS, TERMS, AND CONDITIONS

- Salary of £30,000-£37,000 depending on experience.
- Permanent position based in one of our London centres. Open to discuss alternate locations at interview.
- Full-time role, Monday-Friday with typical working hours 9 am -5 pm in line with centre opening hours but happy to discuss flexible working.
- Reporting to the Head of Programmes
- Based in London but with hybrid working in agreement with the line manager.
- 25 days annual leave, plus bank holidays and additional discretionary leave between Christmas and New Year.
- Healthcare cashback plan, including money back on eyecare, dental care and prescriptions
- 24/7 wellbeing phonenumber and free face-to-face counselling on referral
- 3% Employer Pension Contribution, 5% Employee Contribution.
- Enhanced maternity pay after 1 years service by the 15th week before EWC.
- VIP access at some Smart Works sales, events and pop-up shops.
- Positive working environment with investment in training and progression.
- All successful applicants must provide references and complete a satisfactory Basic DBS and Right to Work check.

HOW TO APPLY

Please submit a CV and answer the following questions via our recruitment portal by **midday on Monday 3rd March**:

- Why do you want to work for Smart Works? (Max 200 words)
- What experience do you have of managing IT or operations projects across multiple sites or locations? (Max 350 words)
- Why do you think you are well suited to the role of IT & Operations Manager? (Max 350 words)
- Is there anything else you would like to share at this stage? (Max 150 words).

First round interviews will be held virtually on **Thursday 6th March**. Final interviews will be held in person, in North London on **Tuesday 11th March**.

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).

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.

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