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SMART  
WORKS

## **SMART WORKS READING SERVICE DELIVERY ASSISTANT**

Salary: £24,960 pro rata (Real Living Wage)

Hours: 10:00 - 14:00, part time (20 hours per week)

Closing date: Monday 13th May at 17:00pm

# 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, 69% of clients secure a job within a month, gaining financial independence and transforming their lives.

The Smart Works service is delivered in 11 centres across the UK. 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. More information about who we are can be found on our [website](#).



# ABOUT THE ROLE

Across the UK, over 400 organisations refer women for a Smart Works appointment, including job centres, refuges, prisons, working programme providers and other charities. The team in each centre supports clients to access their appointment.

We are recruiting for a Service Delivery Assistant based in our Reading centre to lead on the smooth running of our service, and create a welcoming atmosphere for all clients, volunteers and visitors. Our team is friendly and professional, and we work closely together to make sure every client has an outstanding experience when they visit us.

The Service Delivery Assistant will be the first point of contact a client will have with Smart Works. Therefore, we are looking for a friendly, organised and hard-working individual. The role requires strong administrative skills, excellent communication skills and a drive to ensure all women who visit us have the best possible experience. If you're passionate about supporting women, then this is an ideal opportunity for you.

The role would be based in Reading city centre, and there will be occasional evening and weekend work as the role holder may be asked to provide key events support.

Smart Works Reading is part of Smart Works Charity, with Smart Works centres across the UK. There will therefore be some travel and frequent liaison with local centres across the UK and HQ in London, to support induction and training, as well as the day-to-day role.







# DUTIES AND RESPONSIBILITIES

Reporting to the Centre Manager (Job Share), the successful candidate will support a range of activities, including:

- Being the first point of contact for all clients, volunteers and visitors of the centre, in person, via email and on the phone.
- Managing the central inbox, responding to clients, referral partners, volunteers, donors and potential supporters.
- Day to day coordination of the Smart Works service, including booking all client appointments, answering the phone and all related service administration.
- Maintaining an up to date and accurate client data base.
- Generating volunteer rotas and day to day volunteer communications relating to service delivery.
- Ensuring the dressing room and stockroom is organised and tidy to a high standard.
- Ensuring all operational policies and procedures including Safeguarding are maintained, communicated, and adhered to on service days.
- Supporting the team with ad hoc administration tasks.

# SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

The successful candidate will demonstrate:

- Friendly, enthusiastic and engaging with a variety of stakeholders.
- A good team player with a strong work ethic whilst able to make decisions independently.
- Curious with an enjoyment for learning and trying new ways of working.
- A creative problem solver who is proactive.
- Strong organisational skills with good attention to detail.
- A confident IT user, with excellent understanding of Microsoft packages including Word, Outlook and Excel.
- Experience working in a customer service, receptionist or administration role previously would be advantageous, but is not required.

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



# BENEFITS, TERMS, AND CONDITIONS

- Full-time role, based in our Reading centre. Due to the client facing nature of this role, this cannot be done working from home on a regular basis.
- Working pattern Monday- Friday 10:00am - 14:00pm, including a 20 minute break.
- Salary of £24, 960 pro rata (Real Living Wage).
- 25 days annual leave pro rata, excluding bank holidays.
- Company pension.
- Positive, supportive working environment with opportunities for practical training and progression.
- VIP access at Smart Works sales, events and pop-up shops.
- All successful applicants must provide two satisfactory references and complete a Basic DBS check.

## HOW TO APPLY

Please submit a CV and answer the following questions via our recruitment portal [here](#) by Monday 13th May at 17:00pm.

- Why do you want to work for Smart Works Reading? (Max 250 words).
- What experience and skills do you have that makes you well suited to the role? (Max 400 words).
- In your own words, what do you think makes Smart Works an essential service? (Max 250 words).

If you require any reasonable adjustments or alterations for the application and recruitment processes, please contact [recruitment@smartworks.org.uk](mailto:recruitment@smartworks.org.uk) about submitting a manual application.

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](#)).