

Fashion
AS A FORCE
for good

SMART
WORKS

SMART WORKS CHARITY

Retail Relationship Manager

Salary: £30,000-£38,000 depending on experience.

Contract: Permanent.

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

Location: London with hybrid working possible.

Closing date: 5pm on Sunday 3rd November.

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 eleven years, Smart Works has helped over 40,000 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.



More information about who we are can be found on our [website](#).



ABOUT THE ROLE

Smart Works exists to empower all women who need help getting into work. We are currently in a significant growth phase, doubling the number of women we support to 10,000 women a year by 2025. As such, we require 50,000 items of stock from the retail sector that will enable us to dress clients and achieve our mission of helping thousands of women succeed at interview and transform their lives.

This is an exciting role that will lead the relationship management of our most important, high value brands, without which our service could not be delivered. Supported by the Head of Events & Head of Wardrobe, you will work closely with the Partnerships Team and the Wardrobe Team to deliver essential client and events stock.

The successful candidate will be responsible for building and maintaining a portfolio of retail brands, conducting excellent stewardship, bespoke tailored support, with a real understanding and insight into the challenges and opportunities within the retail sector, and an ability to influence and negotiate on the charity's behalf.

We seek an excellent relationship manager, with strong written and verbal communication skills, an ability to influence senior stakeholders and exceed set targets. An address book of retail contacts and an understanding of women's fashion would also be advantageous.



Smart Works has a collaborative environment, with dynamic teams and ambitious plans. It is also a rewarding place to work and a lot of fun, with valuable opportunities to attend nationwide fundraising events, expert leadership panel discussions, fashion sales and exclusive events.

The Partnerships team is based in London. This is a hybrid role, with time split across all 3 of our London sites in Islington, Ladbroke Grove and Croydon.

Some evening and weekend work is occasionally required to support our wider partnership and fundraising events.

If you are a dynamic, proactive self-starter, with a sense of urgency, and exceptional interpersonal skills, then this could be the ideal opportunity for you. We would love to hear from you.

DUTIES AND RESPONSIBILITIES

Reporting into the Head of Events and dotted line into Head of Wardrobe, the successful candidate will:

- Manage a portfolio of hundreds of retail relationships, leading their communication and driving forward the quantity and quality of product secured from each brand
- Proactively resolve any challenges that arise, including managing difficult stakeholders or encountering unforeseen logistical issues, with a solutions-focused attitude and collaborative style
- Ensure that our wardrobes across all centres nationwide are fully stocked for prospective clients, by filling gaps that appear and working with Wardrobe to build a healthy retail pipeline
- Investigate and generate new retail partnerships through outreach and networking, resulting in secured stock for the client wardrobes
- Work at pace, manage a varied workload and high-volume inbox, with excellent organisation skills, attention to detail and prioritisation
- Represent Smart Works to a diverse range of stakeholders and audiences to generate stock and help innovate new ideas for accessing clothes
- Have an entrepreneurial approach to retail management, keeping an open mind into new avenues yet explored for bolstering our wardrobe, with a willingness to test, fail and learn
- Acknowledge, thank and recognize stakeholders appropriate to the level of support we are receiving and seek opportunity to upsell
- Manage records accurately on fundraising database
- Support Smart Works' local centres across the UK and share learnings and guidance to help ensure all regional wardrobes are fit for purpose



SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

Essential Criteria

- A track record of stewarding senior stakeholders and delivering exceptional relationship management across multiple levels, towards a common shared goal
- Demonstrable experience of influencing and negotiating with difficult external audiences
- Interpersonal verbal communication and presentation skills, to foster strong relationships with donors and networks alike
- Strong attention to detail
- Target driven with excellent organisation and time management capabilities, demonstrating an ability to prioritise and work to deadlines
- Ability to prepare high-quality proposals and reports, adapting the communication style for different audiences and stakeholders to maximise impact
- Experience in producing commercial participatory contracts
- Proactive, ambitious team player, able to work from own initiative
- Passionate and enthusiastic about the mission and vision of Smart Works

Desirable Criteria

- Proven track record in networking with the retail industry
- An understanding of the Charity & Commercial Retail landscapes and its current challenges, opportunities and trends
- Experience in database management

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.

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.

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.

BENEFITS, TERMS, AND CONDITIONS

- Salary of £30,000 - £38,000 depending on experience.
- Permanent, 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 Events with a dotted line into the Head of Wardrobe
- 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.
- 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 and a cover letter which answers the following questions by **5pm on Sunday 3rd November**. Your application should be addressed to Ella Dodd, Head of Events.

- What experiences and skills do you have that make you well suited to this role? (Max 400 words)
- What are the key components to external relationship management? (Max 400 words)

First round interviews will take place online on 7th November and second round interviews will take place in person in London on 15th November.

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.

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](#)).