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for good

SMART
WORKS

SMART WORKS CHARITY

SERVICE DELIVERY EXECUTIVE

Salary: £27,352.

Working pattern: Full time, 9am-5pm.

Location: West London centre

Closing date: Monday 1st July, 5pm.

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 delivered in London, Manchester, Glasgow, Edinburgh, Birmingham, Newcastle, Reading and Leeds. Over the past ten years, Smart Works has helped over 30,000 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 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. To achieve this, we will grow our existing centres and open new centres in areas of need including Bristol and Liverpool.

Across our three London centres this year, Smart Works will support over 4000 women, with a focus on ensuring that every individual receives a transformative service. As well as supporting over 1000 women in person this year, West London will also become a hub of excellence for our virtual service, finding new ways to bring the Smart Works magic to clients who join us remotely. More information about who we are can be found on our [here](#).

ABOUT THE ROLE

The West London Service Delivery Executive will play a key part in the Service Delivery team across London, supporting with 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 Executive will often be the first point of contact a client will have with Smart Works, providing administrative, phone and booking support for clients across London and beyond. 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.

Smart Works is also proud to have a virtual service, meaning that any women can access a Smart Works appointment, wherever they are in the UK. This role will provide admin support for the virtual service, including confirming clients, sending zoom links and ensuring volunteers have accurate information ahead of each appointment. With a focus in West London this year on being our hub of excellence for the virtual service, this is an exciting time to join us and have a real impact on the quality and future of this area of our work.

If you're passionate about supporting women, then this is an ideal opportunity for you. The role would be based at our Smart Works centre in West London, with occasional visits to our other London centres. There may be occasional evening and weekend work as the successful candidate will be part of the wider centre team, supporting with networking and key events support.

Smart Works London is part of Smart Works Charity, with Smart Works centres across the UK. There will therefore be some travel and 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 West London Service Delivery Manager, the successful candidate will support on a range of activities, including:

- Be the first port of call for our Smart Works clients, ensuring all enquiries are handled in a timely manner.
- Ensure the Smart Works phone is always answered, with responsibility for client bookings through our database.
- Welcome all visitors to Smart Works, making them comfortable and immediately putting them at ease.
- Support with managing the daily client schedule, ensuring appointments run smoothly and to time.
- Data inputting and filing, ensuring our database and records are up-to-date and accurate.
- Complete follow-up calls to ensure the job status of every client is known.
- Provide admin support for the virtual service, including confirming clients, sending zoom links and ensuring volunteers have accurate information ahead of each appointment.
- Support Service Delivery Managers with administrative tasks, including daily confirmation emails and calls, and the smooth running of the West London centre.
- Smart Works is a community that shares a passion to empower women to thrive in work, determined to meet our aim of helping as many women as we can back into work. The successful candidate will therefore build strong working relationships across this community, with their own immediate staff team as well as other local centres across the UK and HQ in London.

SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

Essential Criteria

- Friendly and likes talking with people
- A good team player with a strong work ethic, who is also able to make decisions and problem solve independently.
- Curious and enjoys learning and trying new things
- A creative problem solver who gets things done
- Hard working and organised with good attention to detail
- A confident IT user, with excellent understanding of Microsoft packages including Word and Excel and familiarity of online meeting platforms such as Zoom

Desirable Criteria

- 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.

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

- Full time role, based in Smart Works West London (with occasional visits to other London centres)
- Monday-Friday with typical working hours 9 am-5 pm in line with centre opening hours. Due to the nature of the role, this cannot be done working from home.
- Salary of £27,352 per annum
- 25 days annual leave, plus discretionary leave over Christmas and New Year
- 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 by **Monday 1st July at 5pm**.

- Why do you want to work for Smart Works? (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 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).