

**SMART
WORKS**

SMART WORKS LONDON

South London Centre Manager

Salary: £34,113.60

Contract: Permanent

Working pattern: Full time, 9am-5pm

Location: South London Centre in Croydon

Closing date: Tuesday 29th September at 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, 68% of clients secure a job, gaining financial independence and transforming their lives.

The Smart Works service is delivered in London, Manchester, Edinburgh, Birmingham, Newcastle, Reading, Bristol and Leeds. Over the past ten years, Smart Works has helped over 50,000 women, and last year alone we reached 10,600 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 2025 we launched our new 5-year strategy- we are aiming to build a future where every woman, at any stage of her career, can access trusted, personalised support to secure employment. We aspire to be local in feel, national in reach, shaped by the voices of women, valuing every story and every success.

More information about who we are can be found on our Smart Works website.





ABOUT THE ROLE

The South London Centre Manager will have overall responsibility for the day-to-day management, smooth running and development of the South London centre and Smart Works service in Croydon.

They will oversee the delivery of a high-quality Smart Works service, to include managing centre operations, leading and supporting the volunteer community, and building strong relationships with local partners and stakeholders, to ensure that Smart Works is well-embedded in the South London community.

The Centre Manager will be a highly organised and proactive individual who enjoys making things happen. They will be equally comfortable managing the practical running of a busy public-facing centre, supporting clients and volunteers, representing Smart Works externally and identifying opportunities to grow the service.

They will be a natural relationship builder who is able to create a vibrant, friendly and inclusive environment where everyone feels welcome.

The role would be based in the South London centre, and there will be occasional evening and weekend work for which staff are awarded TOIL. There will also be an expectation that this role may need to visit other Smart Works London centres or travel for outreach events and activities throughout the city.

DUTIES AND RESPONSIBILITIES

Reporting to the Head of London Service Delivery, the successful candidate will lead a range of activities, including:

Service Delivery & Client Experience

- Oversee the delivery of a consistently high-quality and busy Smart Works service in South London, ensuring agreed KPIs and service standards are met.
- Ensure every client receives a warm, professional and empowering experience.
- Monitor the flow of appointments and the day-to-day delivery of the Smart Works service, identifying and addressing operational issues.
- Manage client bookings and appointments using our CRM database, ensuring schedules run smoothly and to time.
- Work closely with colleagues across Smart Works to ensure the South London centre is fully integrated into wider service delivery within London and beyond.
- Monitor centre performance monthly against agreed KPIs and report this to Head of London Service Delivery.
- Work collaboratively with the London Service Delivery and Quality Manager to develop and improve the service.

Centre Management & Operations

- Take overall responsibility for the day-to-day management, practical operations and smooth operation of the South London centre, ensuring it is safe, welcoming, professional and fit for purpose.
- Manage relationships with the centre's landlord, building management and relevant external contractors.
- Ensure maintenance, servicing and other relevant contracts or records are kept up to date.
- Oversee the ordering and management of office and service delivery supplies.
- Ensure equipment and facilities are appropriately maintained and resolve issues as required.
- Ensure the centre complies with relevant health and safety requirements and Smart Works policies and procedures.
- Maintain accurate and effective administrative systems for the centre.
- Take a proactive approach to identifying opportunities to make the centre more efficient, effective and welcoming.

Team Leadership and Collaboration

- Line manage the South London Service Delivery Executive, providing clear direction, support, feedback and development opportunities.
- Lead and support the South London team to work collaboratively and effectively.
- Work closely with the wider Service Delivery team to ensure consistency, share best practice and contribute to the quality of Smart Works' service delivery across London.
- Build strong working relationships with the Wardrobe team, ensuring effective collaboration between centre operations and wardrobe requirements.
- Contribute actively to team meetings, planning and wider organisational discussions.
- Support colleagues across Smart Works and contribute to cross-centre projects and initiatives as required.

Volunteer Management

Volunteer Management

- Take responsibility for the day-to-day management of the South London volunteer community.
- Recruit, welcome and onboard new volunteers, ensuring they understand their role.
- Build a positive, inclusive and well-organised volunteer culture.
- Ensure volunteers have the information, support and resources they need to deliver an excellent service.
- Support the Volunteer Manager with effective coordination of volunteer rotas and centre coverage.

Safeguarding

- Act as the Safeguarding Officer for the South London centre.
- Ensure safeguarding policies and procedures are understood and followed by staff and volunteers.
- Respond appropriately to safeguarding concerns and escalate matters in line with Smart Works procedures.
- Promote a culture in which the safety and wellbeing of clients, volunteers and staff is prioritised.
- Ensure relevant policies, procedures and processes are implemented consistently.

Outreach and Community Engagement

- Be the face and representative of Smart Works in South London, building a strong profile and presence within the local community.
- Support the Outreach Manager with events, workshops and meetings as required.
- Develop and maintain relationships with referral partners, community organisations and other local stakeholders.
- Help ensure there is a steady stream of clients being referred to the South London centre.
- Identify opportunities to raise awareness of the Smart Works service and increase its reach across South London.



SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

Essential Criteria

- Experience of successfully managing a centre, retail unit or other public-facing operation.
- Experience of managing people, with the ability to train, develop, motivate and support staff.
- Excellent organisational skills, with strong attention to detail and confidence managing administrative and operational responsibilities.
- Excellent interpersonal skills and an adaptable communication style.
- A proactive, practical and solutions-focused approach.
- Experience of managing competing priorities and responding effectively to operational challenges.
- Comfortable working in a fast-paced, client-focused environment.
- A confident public speaker who can represent Smart Works in a range of settings.
- An understanding of safeguarding requirements within a charity or public-facing environment.
- Understanding of health and safety responsibilities associated with managing a public-facing centre or space.
- Strong relationship-building skills and the ability to develop effective external partnerships.
- Passionate about Smart Works, our mission and our values.
- A genuine commitment to creating a welcoming, inclusive and empowering environment for clients, volunteers and staff.

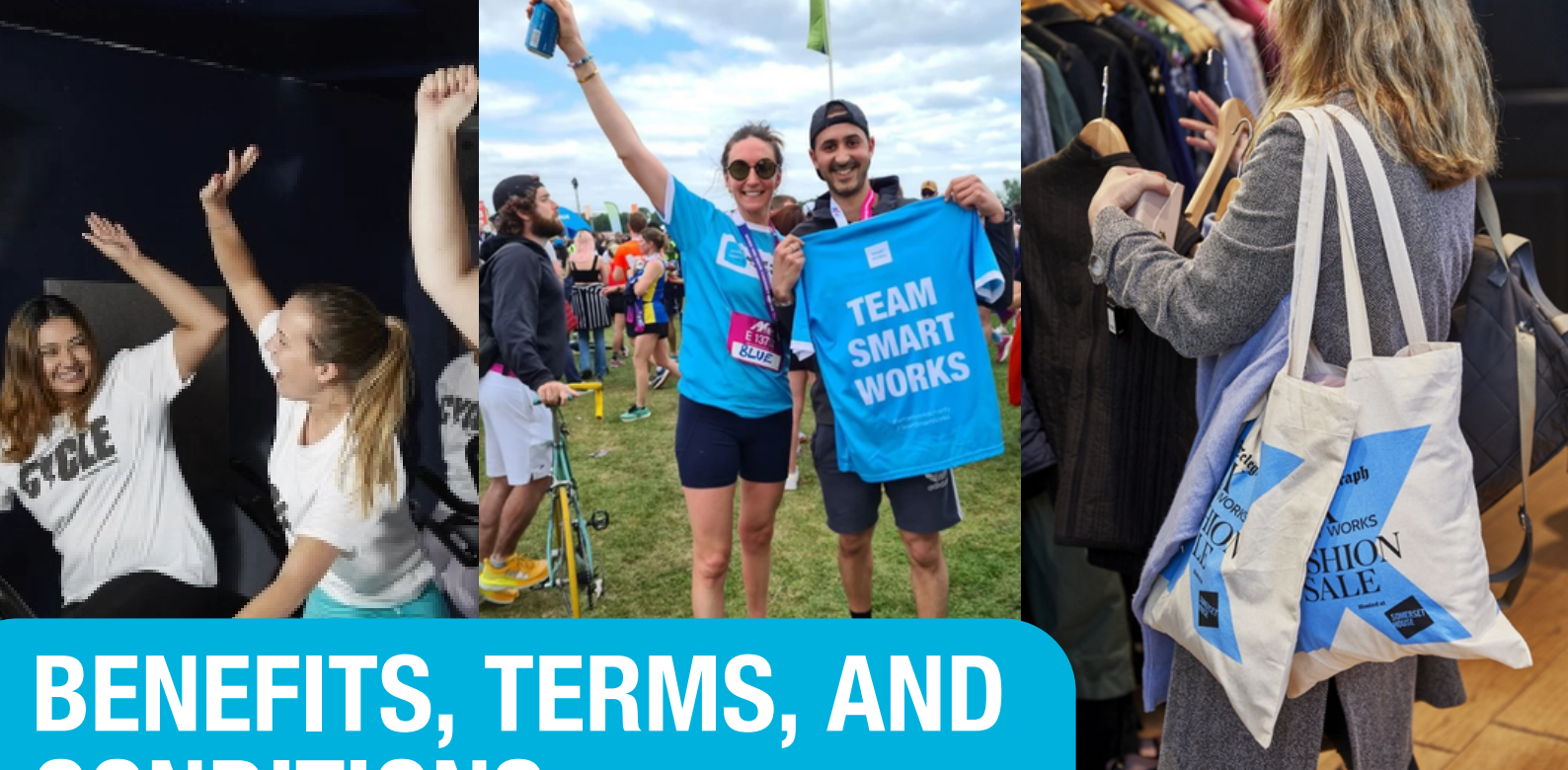
Desirable Criteria

- Experience of successfully managing volunteers.
- Experience of delivering employability provision, or another kind of client facing service.
- Experience of facilities, premises or operational management.
- Experience of improving processes and systems.
- Experience of managing relationships with landlords, suppliers or external contractors.
- Experience of working with community partners or referral organisations.
- Experience of delivering events, workshops or outreach activities.

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

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

**WE SHOW
THE SALARY
EMPLOYER**

- Salary of £34,113.60 depending on experience.
 - Permanent
 - Full-time role, Monday to Friday. This role is centre-based and requires regular in-person presence to support client appointments and service delivery.
 - Based in Croydon. While we offer flexibility around start and finish times within core hours of 10am to 4pm, Service Delivery staff work primarily from our centres.
 - Reporting to the Head of Service Delivery.
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- 25 days annual leave, plus bank holidays and additional discretionary leave between Christmas and New Year
 - Healthcare cashback plan via Simply Health including money back on eyecare, dental care, prescriptions, diagnostics and more
 - Option to add a partner for a cost and up to 4 children for free
 - 24/7 wellbeing phonenumber and free face-to-face counselling on referral
 - 3% Employer Pension Contribution, 5% Employee Contribution.
 - Enhanced maternity/paternity pay after 1 years service
 - Other enhanced compassionate and family leave policies to support colleagues
 - 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 Work check.

 **Simplyhealth**



HOW TO APPLY

Please submit a CV and a cover letter which answers the following questions by 29th September at 5pm. Your application should be addressed to Fiona Hollow, Head of London Service Delivery

- Why do you want to work for Smart Works? (Max 250 words)
- How will you create a positive atmosphere and environment for clients, volunteers and staff members in our South London centre? (Max 250 words)
- Tell us about a time you have worked effectively in a team to solve a problem. (Max 250 words)

INTERVIEWS

1st round interviews will take place on Monday 5th October and will be virtual. If you are unable to attend a virtual interview for any reason, please let us know by contacting recruitment@smartworks.org.uk to discuss another arrangement.

2nd round interviews will take place on Friday 9th October and will be in person in Croydon.

ADJUSTMENTS

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](#)).