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SMART  
WORKS

## **SMART WORKS CHARITY**

### **South London Service Delivery Manager**

Salary: £30,000-£33,000 depending on experience.

Contract: Permanent.

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

Location: Croydon.

Closing date: 5pm on Sunday 26th January.

# 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

The South London Service Delivery Manager will oversee all activities within our Croydon centre, ensuring there is a vibrant, friendly environment where all feel welcome and able to be themselves.

As the face of our South London service, the appointed candidate will ensure Smart Works is embedded in the local community, with a steady stream of clients being referred to Smart Works for dressing and coaching appointments.

We are looking for someone who can demonstrate a track record of building strong relationships, successfully managing a space or centre and an ability to make things happen. Our ideal candidate will share our passion for helping clients succeed, believe in the power of volunteering and will be a real people-person, who will enjoy meeting new people every day.

The Service Delivery Manager must be a natural relationship builder, who is a confident public speaker.

They will also be organised, an excellent multi-tasker and will thrive in a fast-paced environment. We are looking for a true team-player, with a proven track record of rolling-up their sleeves and delivering results.



# DUTIES AND RESPONSIBILITIES

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

- Overseeing the delivery and growth of a high-quality service in South London, ensuring all KPIs are met
- Being the face and representative of Smart Works in South London, building, establishing and embedding our presence in the local community
- Day to day management of the volunteer community in South London, including onboarding new volunteers
- Line managing the South London Service Delivery Executive
- Being the Safeguarding Officer for the South London centre
- Responsible for maintaining the look and feel of the Smart Works South London centre, ensuring it keeps to the standard for all Smart Works centres
- Ensuring the Centre is well maintained, with responsibility for looking after the day-to-day relationship with our landlord and ensuring all maintenance contracts are up to date
- Supporting the pan-London Outreach Manager with events, workshops and meetings as needed

# SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

## Essential Criteria

- An excellent natural organiser, with strong attention to detail and confidence performing the necessary administrative duties
- Excellent interpersonal skills with an adaptable style to suit different people and situations
- Experience in line management with an understanding of how to train and develop staff members
- Proactive team player who looks for opportunities and creative solutions
- Comfortable working in a fast-paced, client-focused environment
- A confident public speaker who can represent Smart Works in a range of settings
- Basic understanding of safeguarding requirements for a charity like Smart Works
- Comfortable fulfilling the operational duties that come with working out of a public facing centre
- Passionate about Smart Works, our mission, and values

## Desirable Criteria

- Experience of successfully managing teams of volunteers is preferable but not essential
- Experience of the operational duties attached to running or overseeing a retail unit or public-facing space
- Experience of working to improve processes and liaising with external parties to solve operational challenges
- A strong understanding of the health and safety processes and procedures attached to managing retail units or public-facing spaces

## 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 - £33,000 depending on experience.
- Permanent, full-time role, Monday-Friday with typical working hours 9 am -5 pm in line with centre opening hours.
- Reporting to the Head of London Service Delivery.
- Based in the South London centre in Croydon. Due to the nature of this role, this cannot be done working from home.
- 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.
- Health Cash Back Plan with access to 24/7 wellbeing helpline.
- Free/discounted access to some 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 26th January**. 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)

First round interviews will take place online on 31st January and second round interviews will take place in person in Croydon on 5th February.

**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).**

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](#)).