



SMART
WORKS
BRISTOL

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CENTRE ASSISTANT

Salary: £28,300

Contract: Fixed Term Contract (12 months) with possibility to extend

Hours: Full time OR minimum 30 hours per week across five days

Work Pattern: Monday to Friday covering 10am to 4pm at minimum

Location: Easton Business Centre, Bristol

Closing date: 9am, Monday 28th September



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 the Smart Works website.





ABOUT THE ROLE

The Centre Assistant will support the smooth running of the Smart Works Bristol service, creating 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 Centre Assistant will be the first point of contact clients and visitors will have with Smart Works, providing administrative, phone and booking support for clients across Bristol and beyond. Therefore, we are looking for a friendly, organised and hard-working individual. The role requires strong administrative and customer service skills, excellent communication and collaboration skills and a drive to ensure all women who visit us have the best possible experience.

In addition to reception and administrative duties, the Centre Assistant will have the opportunity to get involved in and support exciting and varied project depending on their individual interests and skillsets. This could involve working with our volunteers, supporting on events, or creating new comms or social media posts.

If you're passionate about supporting women, then this is an ideal opportunity for you. The role will be based full-time at our new centre in Easton Business Centre, Bristol. 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



DUTIES AND RESPONSIBILITIES

Reporting to the Head of Bristol, the successful candidate will support a range of activities including:

Reception and client support

- Acting as the first port of call for Smart Works clients, volunteers and visitors in the Smart Works Bristol centre
- Welcoming all visitors to Smart Works, making them comfortable and immediately putting them at ease
- Managing the central email inbox, acting as the first point of contact for clients, referral partners, volunteers, donors, and prospective supporters.
- Responding directly to enquiries where appropriate and coordinating timely responses from the relevant team members.
- Supporting the Service Delivery Executive with answering incoming phone calls
- Supporting with Service Delivery Executive with managing the daily client schedule and ensuring appointments run smoothly and on time.

Administrative and centre support

- Data inputting and filing, ensuring our database and records are up-to-date and accurate
- Completing follow-up calls to ensure the job status of every client is known and recorded
- Support with administrative tasks, including daily confirmation emails and calls, to ensure the smooth running of the centre.
- Supporting the wardrobe including receiving donations, supporting wardrobe volunteers and managing stock and storage.

General

- Support the wider team with volunteer activities, events and project work as required
- Build strong working relationships across the Smart Works community, with their own immediate staff team as well as other local centres across the UK.
- Build strong relationships with our volunteers to ensure that they can provide a consistent and high-quality service to all our clients.
- Work collaboratively and cooperatively with all team members and take an active part in staff meetings and discussions.
- Share Smart Works Bristol's values and beliefs which help to shape a strong culture within our team.
- Adhere to our policies and procedures and be an ambassador for our charity.
- Play their part in ensuring that each client who comes through our door is treated with respect and empathy.

SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

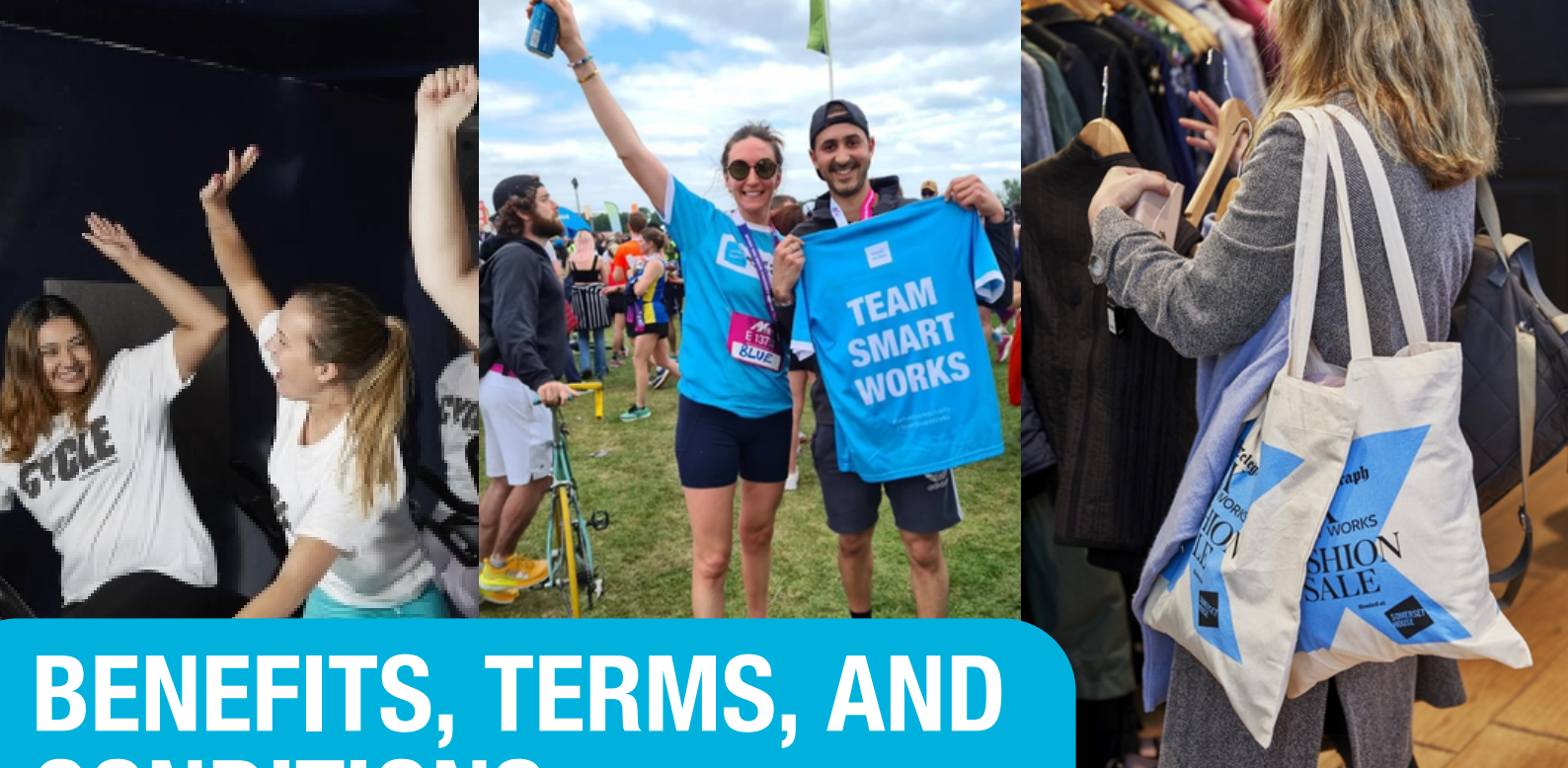
Essential

- Friendly, enthusiastic and engaging with all stakeholders including clients and volunteers.
- 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 can prioritise multiple deadlines.
- 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 Teams.

Desirable

- Experience working in a customer service, receptionist or admin role would be helpful, but is not required.

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching Smart Works Bristol's needs with the skills and experience of candidates. These decisions are made irrespective of age, race (including colour, nationality, ethnicity and national origin), disability (including hidden disabilities), sex, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, religion or belief, and sexual orientation. We are keen to encourage a diverse range of perspectives, skills, experience and knowledge within Smart Works Bristol.



BENEFITS, TERMS, AND CONDITIONS



- Salary of £28,300
- 12 month FTC contract
- Full-time role or minimum 30 hours per week, covering Monday to Friday. Typical working hours 9am-5pm but happy to discuss flexible working providing core centre hours are covered
- Based in Bristol (Easton) 5 days a week
- Reporting to the Head of Bristol
- 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 phoneline 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 Basic DBS and Right to Work check.



HOW TO APPLY

Please submit a CV and answer the following questions via our portal by 9am on Monday 28th September 2026.

1. Why do you want to work for Smart Works Bristol? (max 200 words)
2. Based on your traits and skillsets, what impact do you think you could have in this role? (max 200 words)
3. Our clients can be nervous or lacking in confidence when they visit us. How would you help someone feel welcome and comfortable? (max 200 words)

INTERVIEWS

1st round interviews will take place on Friday 2nd 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 5th or 6th October and will be in person at our Bristol centre.

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](#)).