



SMART
WORKS

SMART WORKS CHARITY

National Programme Manager

Salary: £36,000-£39,000

Contract: Permanent

Working pattern: Full time, Monday to Friday 9am-5pm

Location: Any Smart Works Centre (North/South London, Birmingham, Bristol, Manchester City Centre, Stockport, Leeds, Newcastle, Reading and Edinburgh)



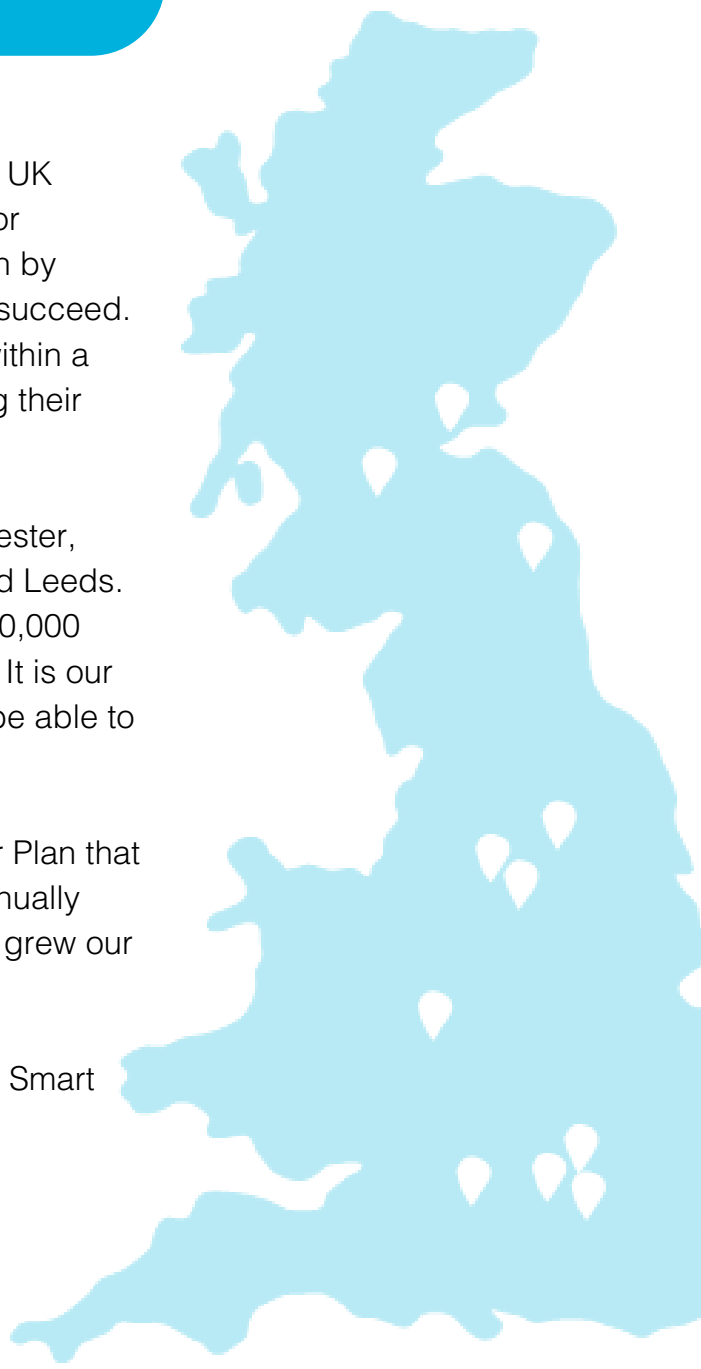
ABOUT SMART WORKS

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, 67% of clients secure a job within a month, 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 March 2025, Smart Works completed their Three-Year Plan that saw the charity double the number of women helped annually from 5,000 to 10,000 women a year. To achieve this, we grew our existing centres and opened a new centre.

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





ABOUT THE ROLE

The National Programme Manager will lead the delivery of a new stream of activity designed to improve client outcomes through enhanced employer engagement, while providing strong programme management and oversight across regional delivery teams.

The role is suited to an experienced, all-round programme manager and brings together employer engagement, programme delivery, data and performance oversight, digital engagement and communications, and partnership management. The postholder will play a key role in strengthening and enhancing Smart Works' overall service delivery.

Reporting to the relevant Senior Programme Lead, the postholder will act as the main point of contact for project funders and regional colleagues, ensuring clear communication, strong relationship management, and delivery against agreed KPIs and objectives. They will also develop and maintain effective relationships across Smart Works, working particularly closely with colleagues in Programmes, Partnerships, Communications, and Data & Impact.

Purpose of the role

The National Programmes Manager will provide excellent project leadership and management, building strong national employer partnerships, support consistent delivery, oversee programme performance and engagement activity, and ensure delivery against agreed objectives and outcomes.



DUTIES AND RESPONSIBILITIES

Programme management

- Provide excellent overall project management, ensuring that all programme aims are met, including the coordination and delivery of co-design processes with regional delivery teams during project set-up phase.
- Build a national employer engagement strategy which engages with a variety of employers from a range of sectors (particularly including those where women are underrepresented, and the energy sector).
- Collaborate and regularly communicate with Programme Leads across Regions, ensuring effective implementation of the programme to ensure consistency of service, sharing feedback and best practice.
- Build and maintain effective relationships with internal stakeholders, especially across the Programmes and Partnerships teams.

Employer engagement and partnerships

- Develop, lead and manage existing and new employer partner relationships, building a robust pipeline of employers with vacancies suitable for Smart Works clients.
- Collaborate closely with the Partnerships Team to identify, engage, and onboard new employer partners as well as continued stewardship of existing partners.
- Act as the main point of contact for funders, providing regular updates, ensuring effective communication, relationship management, and delivery against agreed KPIs and objectives.
- With Communications colleagues, develop and implement a communications strategy to drive awareness, powerful storytelling and programme engagement.
- Represent Smart Works positively with key funders and stakeholders.

Client engagement, digital delivery and resources

- Lead the design, development, implementation, and ongoing management of an online platform to support client engagement through workshops, industry-led sessions and employability resources, in collaboration with regional teams.
- Coordinate and create a breadth of online resources that support employability development for clients at the start of their journey as well as ongoing personal and professional support for those in work.
- Oversee the development, promotion, and management of national volunteering opportunities.

Data, impact, funding and performance

- Oversee national impact measurements for the programme to ensure impact and performance can be measured, and alignment against reporting requirements for key funders.
- Alongside Finance colleagues, manage the programme's regional development fund, including monitoring and governance of funding allocations across regions, to ensure this is aligned with delivery against targets.

Other

- Provide effective line management to an officer/lead role

SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

Essential

- Project management experience, including ability to oversee multiple concurrent projects.
- Proven track record of engaging employers on a national level and building impactful partnerships.
- Experience of managing projects related to brokerage, recruitment, employability or business development.
- Strong understanding of the barriers faced by underrepresented groups in the labour market.
- Ability to source a range of vacancies appropriate for Smart Works clients.
- Excellent communication and presentation skills, with the ability to influence stakeholders at all levels.
- Experience of managing multiple relationships and balancing the needs of diverse stakeholders.
- Experience monitoring performance against KPIs and reporting requirements.
- Strong organisational skills and ability to deliver projects to deadlines.
- Understanding of national labour market opportunities and employment challenges.
- Effective negotiation and persuasion skills.
- Experience coordinating project activity across various geographical teams.
- Ability to multitask and work at pace, manage competing priorities and multiple stakeholders.
- Experience managing budgets, grants or funding allocations.

Desirable

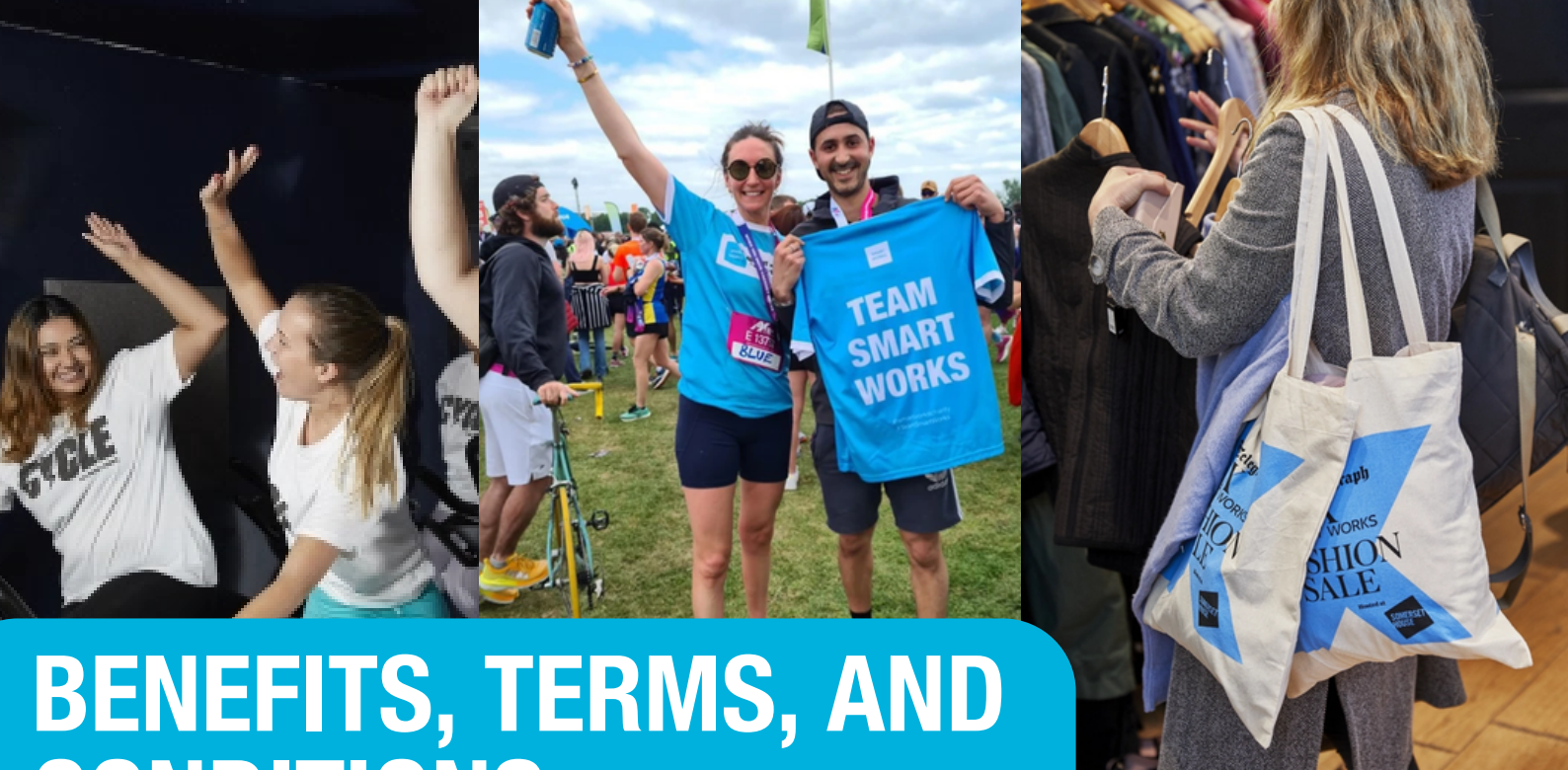
- Experience engaging employers in sectors where women are underrepresented, particularly energy, STEM, engineering or construction.
- Experience developing and managing online communities, digital engagement platforms or learning portals.
- Experience managing national or multi-regional programmes and/or projects.
- Experience developing communications or engagement strategies.

Personal Attributes

- Collaborative and adaptable, with a solution-focused approach.
- Highly organised, proactive and self-motivated, with the ability to manage competing priorities and deliver to deadlines.
- Confident relationship builder and communicator, able to influence and work effectively with a wide range of stakeholders.
- Committed to Smart Works' mission and to improving employment opportunities for women facing barriers to work.

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



BENEFITS, TERMS, AND CONDITIONS



- Salary of £36,000 to £39,000
- Permanent
- 40 hours (5 days) per week
- Smart Works Charity operates a hybrid working approach guided by our Day-to-Day Working Policy. Our standard working week is 40 hours, with flexibility around start and finish times, provided our core hours of 10am to 4pm are covered.
- Based in any of our Smart Works centres nationally. We have centres in North and South London, Birmingham, Bristol, Manchester City Centre, Stockport, Leeds, Newcastle, Reading and Edinburgh.
- 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.

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.





HOW TO APPLY

Please use our recruitment portal to submit your CV and answer the following questions by midnight on Wednesday 7th October.

1. Why do you want to work for Smart Works? (max 200 words)
2. Why you think you are well suited for the role of National Programme Manager? (350 words)
3. Please describe a time you have built an impactful partnership that has added value to an organisation. What was your approach, and what impact did you create? (350 words)
4. Please tell us about a time you have overcome challenge when managing large-scale programme delivery. What actions did you take, and what was the result? (350 words)
5. Is there anything else you would like to share at this stage? (150 words)

INTERVIEWS

1st round interviews will take place virtually on Monday 12th October.

2nd round interviews will take place in person in London on Friday 16th October. Reasonable travel expenses can be reimbursed. Please retain your receipts.

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](#)).