Fashion AS A FORCE for good

SMART WORKS

SMART WORKS CHARITY

Programme Officer

Salary: £22,380.80 - £24,627.20 (£27,976- £30,784 FTE), depending on location

Contract: Permanent

Working pattern: Part time, 32 hours per week (0.8 FTE)

Location: Yorkshire, Greater Manchester, North East or London centres

Closing date: Midnight on 25th November 2026



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 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 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

We are looking for a proactive and highly organised Programme Officer to play a key role in the successful delivery of a new national offer designed to support more women into employment. You will be an excellent relationship builder, confident in developing and maintaining strong partnerships with employers and local stakeholders, while working collaboratively with Service Delivery colleagues, clients and our volunteer community.

This is a varied, hands-on role that combines programme coordination, employer engagement, partnership management, digital engagement and communications. Working across multiple workstreams, you will help ensure the smooth and effective delivery of the offer, contributing to the ongoing development and enhancement of Smart Works' services.

We are looking for someone who can quickly build relationships, coordinate activity effectively and manage competing priorities in a fast-paced environment. You will bring strong organisational and project coordination skills, attention to detail and a proactive approach to problem-solving. Most importantly, you will be someone who takes initiative, builds trust and works collaboratively to turn ideas into action and deliver meaningful outcomes for women.

This person will report to the National Programme Manager, who is based in Yorkshire. The rest of the Programmes and Operations team is predominantly based across our North and South London centres, with regular engagement across our regional centres. This hybrid role involves regular in-centre work, with flexibility required for meetings alongside the ability to work from home. Some evening and weekend work is required to support events and activities in line with Smart Works TOIL policy.

There will be some travel and liaison with local centres across the UK and HQ in London (if based in one of these regional centres), to support induction and training, as well as the day-to-day role.



DUTIES AND RESPONSIBILITIES

The successful candidate will lead a range of activities, including:

Project Delivery

- Support the coordination and delivery of programme activities nationally, regularly communicating with Regional leads and Group colleagues to ensure successful delivery against project objectives.
- Facilitate and organise the delivery of regional online and in-person activities, ensuring effective coordination of resources, volunteers and stakeholders.
- Work closely with Regional Project Leads to ensure clients can access and engage with the Smart Works service.

Employer Engagement

- Develop and maintain positive relationships with employers to build a strong pipeline of vacancies, work opportunities and progression routes for Smart Works clients.
- Strengthen existing employer partnerships to create a diverse range of engagement opportunities and activities for clients.
- Liaise and communicate with employers to design and deliver industry-led awareness sessions, local job fairs, bespoke workshops and cohort recruitment activities both online and in person.

Client Engagement, digital delivery and resources

- Coordinate referrals to national online employability and engagement opportunities, maximising client participation and supporting progression into positive outcomes.
- Work with the National Programme Manager to design, develop, implement, and oversee ongoing management of an online platform to support client engagement through workshops, industry-led sessions and employability resources, in collaboration with regional teams.
- Support volunteers through training, resources and ongoing guidance, ensuring high-quality client support.
- Plan and deliver engaging online and in-person activities that enhance clients' confidence, employability and connection to local employment opportunities.
- Ensure a high-quality and inclusive client experience across all programme activities and events.



DUTIES AND RESPONSIBILITIES

Data and Reporting

- Support the collection, monitoring and reporting of programme outcomes, ensuring data accuracy and robust evidence against key milestones and targets.
- Collect compelling client case studies and success stories to evidence impact and support stakeholder and funder reporting.
- Monitor programme actions, deadlines, risks and resource requirements, and escalating issues to the National Programme Manager where appropriate.



SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

Essential Criteria

- Experience supporting the delivery of employability, employment or progression programmes.
- Ability to build and maintain positive relationships with employers and external stakeholders.
- Experience coordinating events, workshops or engagement activities.
- Strong organisational skills, attention to detail and ability to manage multiple priorities.
- Excellent communication and interpersonal skills.
- Commitment to supporting women facing barriers to employment.

Desirable Criteria

- Understanding of routes into employment, including apprenticeships, internships and employment programmes.
- Experience supporting employer engagement activities, such as job fairs, networking events or industry awareness sessions.
- Understanding of inclusive recruitment practices and EDI principles.
- Experience providing employment-related support to women or other underrepresented groups.
- Experience using CRM systems, such as Dynamics 365.

General duties of a Smart Works staff member

- Contribute to a positive, collaborative and inclusive working culture and represent Smart Works professionally with clients, volunteers, employers, funders and partners.
- 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 £22,380.80 - £24,627.20 (£27,976- £30,784 FTE), depending on location.
- Permanent.
- Part-time role, 32 hours across 4 working days. 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.
- For most roles, we ask staff to work at least two days a week in the office (pro-rata for part-time roles), including at least one Monday or Friday, with the remaining days from home.
- Based in one of the following: Leeds, Greater Manchester, Newcastle or Charity working across our London cetnres.
- Reporting to the National Programme Manager.

- 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.

Simplyhealth



HOW TO APPLY

Please use our portal to submit a CV and answer the following questions via our recruitment system by **midnight on Wednesday 25th November 2026.**

- Why do you want to work for Smart Works? (max 200 words)
- What excites you most about this role, and why do you think you are a good fit? (max 250 words)
- Please describe your experience coordinating and organising programmes or projects including working with employers, partners or other stakeholders. (max 250 words - **we recommend using the STAR format to provide an example from your CV**).
- How would you apply the above experience to this role at Smart Works? (Maximum 300 words)

INTERVIEWS

Interviews will take place on **Tuesday 1st December** at our North London centre. Reasonable travel costs can be reimbursed as long as receipts are retained.

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).