Fashion AS A FORCE for good

SMART WORKS

SMART WORKS CHARITY

South London Service Delivery Executive (Maternity Cover)

Salary: £30,784 FTE
Contract: 7 month fixed term until June 2027
Working pattern: Full time, 40 hours per week
Location: Croydon
Closing date: 9am, Monday 2nd November 2026

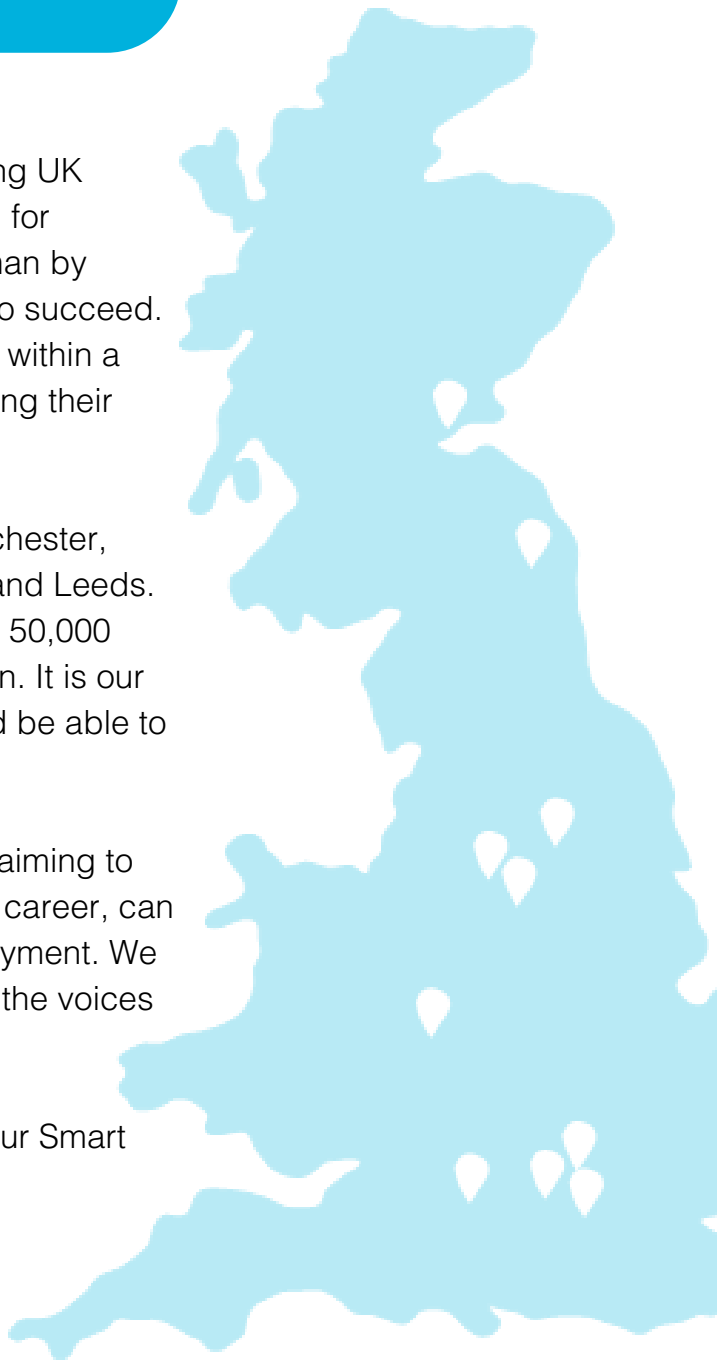
ABOUT SMART WORKS

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, compassionate, organised and collaborative individual who has a passion for supporting and empowering women in their employment journeys.

The South London Service Delivery Executive will play a key role in both the South London Centre and the wider Service Delivery Team across London. They will support with the smooth running of our service, create a welcoming atmosphere for all clients, volunteers and visitors and ensure that there is strong consistency and quality across every aspect of the service we deliver.

The Service Delivery Executive will often be the first point of contact a client will have with Smart Works, providing administrative, phone and booking support for clients across London and beyond. The role requires strong administrative skills, excellent communication skills and a drive to ensure all women who visit us have the best possible experience.

The role would be based primarily 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 South London Centre Manager, the successful candidate will lead a range of activities, including:

Service Delivery

- Act as a first point of contact for Smart Works clients, volunteers, visitors and referral partners, ensuring all enquiries are handled promptly and professionally.
- Welcome all visitors to the South London Centre, making them feel comfortable and at ease.
- Manage client bookings and appointments using our CRM database, ensuring schedules run smoothly and to time.
- Support the day-to-day running of the Smart Works service in South London and virtually, working collaboratively with colleagues and volunteers.
- Carry out accurate data inputting and record keeping, ensuring client and referral partner records are up to date.
- Complete follow-up calls with clients to track outcomes and ensure they are making full use of Smart Works support.
- Support the South London Centre Manager with administrative tasks, including confirmation emails, calls and general centre coordination.
- Supporting with wider service delivery tasks and activities across the Service Delivery team.

Outreach

- Attend referral partner meetings, job fairs and events in South London on an ad hoc basis to promote Smart Works and inspire referrals.
- Speak confidently and passionately about Smart Works services to a range of external audiences.
- Support with referral partner visits to the South London Centre.

Volunteer Support

- Build strong relationships with the South London volunteers to ensure that they can provide a consistent and high-quality service to all our clients.
- Support with training new Admin Volunteers and provide ongoing assistance to existing volunteers.
- Provide strong administrative support so that volunteers can deliver their roles effectively.

SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

Essential Criteria

- Friendly, enthusiastic and confident engaging with a wide range of people.
- Strong organisational skills with excellent attention to detail.
- A good team player with a strong work ethic, able to work independently and problem-solve.
- Curious and adaptable, with a willingness to learn and try new ways of working.
- Confident IT user, particularly Microsoft Word and Excel, and comfortable using databases and online systems.
- Passionate about Smart Works' mission and supporting women into employment.

Desirable Criteria

- Experience in service delivery, outreach, customer service, reception or administration (not essential).
- Understanding of the barriers women face in their employment journeys.

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 £30,784 FTE
- 7 month fixed term maternity cover contract
- Full-time role, 40 hours, Monday to Friday. This role is centre-based and requires regular in-person presence to support client appointments and service delivery.
- Based in Smart Works South London centre 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 South London Centre 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

To apply, please submit a CV and answers to the following questions through our recruitment system by 9am on Monday 2nd November 2026.

- Why do you want to work for Smart Works? (Max 200 words)
- What experience do you have of working in a fast-paced, client-facing environment and how would you apply this to this role? (Max 350 words)
- Why do you think you are well suited to the role of South London Service Delivery Executive? (Max 350 words)

Your application should be addressed to Caitlin Crawford (South London Centre Manager).

INTERVIEWS

Interviews will be held in-person on 5th November at our South London centre. If you are unable to attend for any reason, please let us know by contacting recruitment@smartworks.org.uk to discuss another arrangement.

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).