



SMART
WORKS

SMART WORKS CHARITY

NORTH LONDON SERVICE DELIVERY EXECUTIVE

Salary: £30,784

Contract: Permanent

Hours: Full time

Work Pattern: Monday to Friday, 9am - 5pm

Location: North London Centre, Islington

Closing date: 5pm, Wednesday 21st October



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

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 North London Service Delivery Executive will play a key role in both the North 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 North 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 the North London Service Delivery Manager, the successful candidate will support 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 North 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 North 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 North London Service Delivery 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 North 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 North London Centre.

Volunteer Support

- Build strong relationships with the North 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.



DUTIES AND RESPONSIBILITIES

Client Network

- Support with the Smart Works Client Network events throughout the year.
- Provide administrative support to help with the management of the client network mailing list and support with CRM reports.
- Communicating to the network about upcoming events and opportunities throughout the year.

Virtual Service

- Provide administrative support for the virtual service, including confirming clients, sending zoom links and ensuring volunteers have accurate information ahead of each appointment.
- Coordinate the virtual dressing returns process to ensure that clients can return and exchange their items according to the Virtual Service Policy.

General Duties of a Smart Works Staff Member

- Work collaboratively with colleagues and actively participate in team meetings and discussions.
- Adhere to Smart Works policies and procedures and act as an ambassador for the charity.
- Play a key role in ensuring every woman is treated with dignity, empathy and respect.
- Represent the charity's entrepreneurial spirit and focus on delivering tangible outcomes.

The successful candidate will build strong working relations with our HQ staff team, as well as teams across Smart Works centres in the UK. We are a community that shares a passion to empower women to thrive in work and life, and are determined to meet our aim of helping as many women as we can back into work.

SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

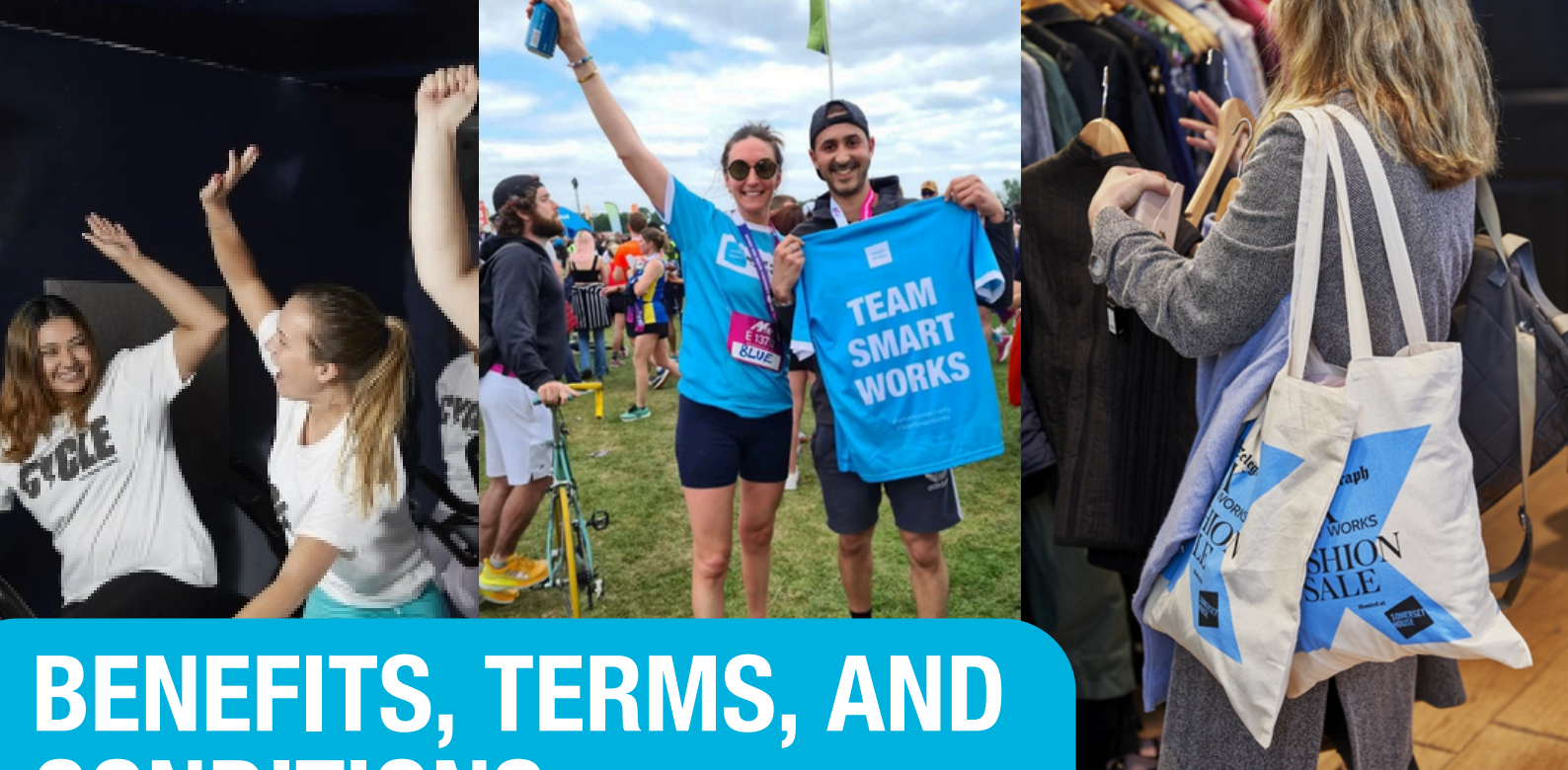
Essential

- Friendly, enthusiastic and confident engaging with a wide range of people.
- Strong organisational skills with excellent attention to detail.
- A 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

- Experience in service delivery, outreach, customer service, reception or administration.
- Understanding of the barriers women face in their employment journeys.

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching Smart Works Charity'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 Charity.



BENEFITS, TERMS, AND CONDITIONS



- Salary of £30, 784 FTE
 - Permanent
 - Full-time role. Typical working hours 9am-5pm in line with centre opening hours. We offer flexibility around start and finish times within core hours of 10am to 4pm.
 - Based in North London centre, Islington. Service Delivery staff work primarily from our centres.
 - Reporting to the North London Service Delivery Manager
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- 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 with answers to the following questions via our portal by 5pm on Wednesday 21st October 2026.

1. Why do you want to work for Smart Works? (Max 200 words)
2. 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)
3. Why do you think you are well suited to the role? (Max 350 words)

INTERVIEWS

1st round interviews will take place on **Tuesday 27th 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 **Monday 2nd November** and will be in person at our North London 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](#)).