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SMART
WORKS

SMART WORKS CHARITY

SERVICE DELIVERY EXECUTIVE, WEST LONDON

Salary: £27,352

Contract: Fixed term until October 2025 (Maternity Cover)

Working pattern: Full time, 9am-5pm.

Location: West London Centre.

Closing date: 5pm on Sunday 24th November

ABOUT SMART WORKS

Smart Works is a dynamic, high profile and fast-growing UK charity that dresses, coaches and empowers unemployed women for success at their job interview. After visiting Smart Works, 63% of clients secure a job within a month.

The Smart Works service is delivered in London, Manchester, Stockport, Glasgow, Edinburgh, Birmingham, Newcastle, Reading and Leeds. Over the past eleven years, Smart Works has helped over 40,000 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 April 2022, Smart Works launched a Three-Year Plan that will see the charity double the number of women helped annually from 5,000 to 10,000 women a year. We are on track to achieve this by expanding the reach of our existing centres and opening new centres in areas of need including Bristol; set to open in early 2025.



ABOUT THE ROLE

The West London Service Delivery Executive will play a key role in the Service Delivery Team, supporting with the smooth running of our service, and creating a welcoming atmosphere for all clients, volunteers and visitors. The Smart Works London team is friendly and professional, and we work closely together to make sure every client has an outstanding experience when they visit us.

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. Therefore, the role requires a candidate who is friendly, organised and hard-working, with strong administrative skills, excellent communication skills and a drive to ensure all women who visit us have the best possible experience.

If you're passionate about supporting women and want to be part of an ambitious and supportive team, then this is an ideal opportunity for you. The role would be based full-time at our Smart Works centre in West London, with occasional visits to our other London centres. 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.

Smart Works London is part of Smart Works Charity, with Smart Works centres across the UK. There will therefore be some travel and liaison with local centres across the UK and HQ in London, to support induction and training, as well as the day-to-day role.

DUTIES AND RESPONSIBILITIES

Reporting to the West London Service Delivery Manager, the successful candidate will lead on a range of activities including:

- Be the first port of call for our Smart Works clients, ensuring all enquiries are handled in a timely manner.
- Ensure the Smart Works phone is always answered, with responsibility for client bookings through our database.
- Welcome all visitors to Smart Works, making them comfortable and immediately putting them at ease.
- Support with managing the daily client schedule, ensuring appointments run smoothly and to time.
- Data inputting and filing, ensuring our database and records are up-to-date and accurate.
- Complete follow-up calls to ensure the job status of every client is known.
- Support Service Delivery Manager with administrative tasks, including daily confirmation emails and calls, and the smooth running of the West London centre.
- Build strong relationships with our West London volunteers to ensure that they can provide a consistent and high-quality service to all our clients.
- Support the Service Delivery Manager to liaise with other teams within the Smart Works community on events and activities taking place in the West London centre.
- Smart Works is a community that shares a passion to empower women to thrive in work, determined to meet our aim of helping as many women as we can back into work. The successful candidate will therefore build strong working relationships across this community, with their own immediate staff team as well as other local centres across the UK and HQ in London.



SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

Essential Criteria

- Friendly and enjoys talking with people
- 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 gets things done
- 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 Zoom

Desirable Criteria

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

General duties of a Smart Works staff member

- 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 £27,352.
- Fixed term until October 2025 (maternity cover).
- Full-time role, Monday-Friday with typical working hours 9 am -5 pm in line with centre opening hours. Due to the nature of this role, it cannot be done from home.
- Reporting to the West London Service Delivery Manager.
- The role will be based in our West London Centre (Ladbroke Grove) with occasional visits to our other London centres (Croydon and Islington).
- 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.
- 25 days annual leave, plus bank holidays and additional discretionary leave between Christmas and New Year.
- Positive working environment with investment in training and progression.
- VIP access at Smart Works sales, events and pop-up shops.
- All successful applicants must provide references and complete a satisfactory Basic DBS check.

HOW TO APPLY

Please submit a CV and a cover letter answering the following questions by **5pm on Sunday 24th November**.

- Why do you want to work for Smart Works? (Max 250 words).
- What experience and skills do you have that makes you well suited to the role? (Max 400 words).
- In your own words, what do you think makes Smart Works an essential service? (Max 250 words).

1st interviews will be held online on 27th November and 2nd interviews will be in person at our West London centre on 29th November.

If you require any reasonable adjustments or alterations for the application and recruitment processes, please contact recruitment@smartworks.org.uk about submitting a manual application.

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)

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.

