

Job Title: Outreach Executive

Reporting to: UK Head of Operations

Based in: London

Salary: £18,000 to £20,000 per annum, three month contract.

About us

Smart Works is a UK charity that provides high quality interview clothes, styling advice and interview training to out-of-work women on low incomes. We help women to feel confident, look fabulous, succeed at their job interview and move on with their life. **This works. One in two of the women we help gets the job.**

Women come to us when they have a job interview lined up, but have not been successful in securing employment. In the two hours they spend with us, we give them a complete outfit of clothes and accessories (theirs to keep) and interview training, enabling them not only to feel more confident but also to start believing in their own ability to succeed.

We have a team of over 150 trained volunteers who work with our clients, and have two offices in North and West London. We also have centres in Birmingham, Edinburgh, Manchester and Reading.

Last year we dressed over 2,800 women in a completed outfit of stylish, high quality clothes donated by retailers and professionals.

About the role

A fantastic opportunity has arisen for an Outreach Executive to join our team at an exciting time in our growth. Reporting to the UK Head of Operations, the Outreach Executive will be an integral part of the team and will help to ensure Smart Works supports as many women in need as possible.

You will be a highly organised and enthusiastic individual who can hit the ground running. You will support our UK Head of Operations and our Office Managers as they coordinate our service delivery in London. A client cannot refer themselves to Smart Works but must be directed to us by a referrer, and a key part of your role will be to engage existing and new referrers with our service. In doing this, you will ensure that Smart Works supports as many women as possible.

You will also provide support to other staff members as they look to raise our profile and expand our reach. This, as well as referral engagement, will often require cold-calling, sending professional emails and attending events. As such, you must be comfortable speaking with new people on the phone and in public.

This would be an ideal first role for an ambitious graduate, or someone looking to build a career in the charity sector.

The role would be primarily based in our Ladbroke Grove office, although you will be required to work from our North London office in Islington at least once a week.

Please apply with a covering letter along with a CV to Kate Stephens, CEO, (kate.stephens@smartworks.org.uk) by Monday 11th September.

Key skills:

- Ability to speak confidently to new people on the phone and in-person
- Ability to creatively solve problems
- Ability to communicate with people from a variety of backgrounds
- Not easily defeated – enjoys embarking on a challenging project
- Intermediate level of Microsoft Office
- Strong previous administration experience
- Experience of operating in a fast paced environment
- Confident in running a busy office when required
- Ability to prioritise work appropriately and manage time efficiently
- Experience of working in a small team
- Flexible and adaptable

Tasks:

- Engaging referral partners through phone, email and in-person communications
- Providing support to staff members in outreach projects
- Supporting the Office Managers in North and West London, and taking sole charge of the office when Office Managers are out at meetings
- Being an ambassador for Smart Works at internal and external events
- Fielding incoming telephone calls to the office
- Responding to emails and general enquiries
- Liaising with volunteers as needed
- Responsible for timely and accurate data entry to databases
- Providing support in organising our high profile events
- Ad hoc administrative support and projects

Time Scales:

- Closing date for applications will be Monday 11th September but early application is encouraged
- We are looking for somebody to start immediately

Terms and Conditions:

- Salary: £18,000 to £20,000 per annum
- 25 days holiday per annum
- This role will require occasional evening hours and some weekend work.
- The role will be split between two London offices in Islington and Ladbroke Grove