



Job Title: Manager, Smart Works Newcastle
Reporting to: Helen Sinclair, Chair, Smart Works Newcastle
Based in: Newcastle City Centre
Salary: £24,000 -25,000 full time and permanent.

To start in February/March 2018

About us

Smart Works Newcastle is part of Smart Works Charity, a UK charity that provides high quality interview clothes, styling advice and interview training to women in need. We give women the confidence, the self-belief and the practical tools they require to succeed at interview and start a new chapter in their lives. We are incredibly proud that after a visit to Smart Works, over one in two of the women we are able to contact go on to succeed at their job interview.

Smart Works started in one location in London. We carefully built our understanding and expertise until we were ready to open in other locations, and could take our service to help more women. We are now operating in Edinburgh, Manchester, Reading, and Birmingham, with Smart Works Newcastle scheduled for Spring 2018.

At the core of the Smart Works service is a two-hour appointment, during which time each woman receives a complete outfit of high quality clothes (theirs to keep) and dedicated one-to-one interview training. This short intervention has a significant impact as our clients start believing in their own ability to succeed.

All our service delivery (the dressing session and the interview coaching) is delivered by trained volunteers. Our volunteers are all highly skilled and dedicate their time to helping our clients succeed. Their reward is seeing the impact of unlocking a woman's confidence, and finding out that the woman they saw has gone on to succeed at interview and move on with her life.

About the role

A fantastic opportunity has arisen for a Manager to become the pioneering member of staff at Smart Works Newcastle. As the only full time and permanent member of staff, the role will require a self-starting and proactive approach, excellent organisational skills and the ability to take sole responsibility of all aspects of management of our Newcastle centre.

The right candidate will be able to build strong working relations with our Chair and Board of Trustees, as well as staff of Smart Works HQ. There will be a lot of interaction with a diverse group including clients, referral partners (for example Job Centre Plus and Work Programme Providers), corporate and retail audiences, and our dedicated team of skilled volunteers, as well as recruiting for and managing administrative volunteers and interns.

A highly organised and positive individual, you will be passionate about empowering women to thrive in work and life. You will be a strong communicator, both verbally and in writing, be able to multi-task, think on your feet and bring a determination to meet our aim of helping as many women as we can back into work. You will be confident in using IT to manage operations and produce reports. Overall you would relish the opportunity of working in a start-up charity and all the challenges that it will entail.

The role would be based in Newcastle City Centre, and it is anticipated that there will be occasional evening and weekend work.

Smart Works Newcastle is part of Smart Works Charity, and there will be some travel to London and liaison with the HQ team to support on induction, training and participation in regular meetings, phone calls and conferences with other Smart Works centres across the UK.

How to Apply:

To apply for this role, please submit an up to date copy of your CV, along with a supporting statement (max 2 pages) that addresses the criteria set out in the key skills and experience, using examples to demonstrate how you meet the essential requirements. Please provide telephone and email contact details. You should also provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach referees without your prior permission. All applications should be sent to newcastle@smartworks.org.uk

Requirements:

	Essential	Desirable
Skills and Abilities	<ul style="list-style-type: none"> • Capable of taking sole charge of a busy office or service & working independently • A self-starter with a strong track record in being proactive and flexible, developing & maintaining systems, protocols and relationships • Excellent expressive writing skills, particularly ‘writing for purpose’ e.g. board reports, fundraising applications, newsletters, and for media • Creativity, imagination and entrepreneurial attitude towards fundraising • Financially aware, with the ability to interpret basic financial accounts for reporting purposes • Excellent organisation, communication and interpersonal skills • Ability to influence others with excellent oral, written and presentation skills • Computer-literate with good working knowledge of Microsoft Office, Excel, Word and databases 	<ul style="list-style-type: none"> • Ability to work with autonomy and as part of a team • Experience of supervising and working with volunteer teams

	<ul style="list-style-type: none"> • Capable of working under pressure and managing own workload to meet deadlines • Understanding and skills in social media and newsletter communications 	
Experience	<ul style="list-style-type: none"> • A proven track record of strong administration or project management experience, with ability to take ownership of workload • Experience of recruiting, supervising and managing a team • Demonstrable track record of meeting targets and deadlines • Track record of building relationships with key people in an organisation • Experience of delivering presentations 	<ul style="list-style-type: none"> • Experience in generating income from a variety of sources including Trusts, Foundations and the Community • Experience of gaining corporate sponsorship • Senior management level • Volunteer management • Event organisation and delivery
Personal Attributes	<ul style="list-style-type: none"> • Ability to maintain energy, drive and positivity over intense periods of work • Creative approach to problem solving • Resilience, particularly when faced with setbacks & challenges • Excellent interpersonal skills and strong networker who can build effective relationships • Passionate about empowering women to thrive in work and life 	

This job description is subject to amendment from time to time within the conditions of employment as per the needs of Smart Works Newcastle.

All post holders are expected to support Smart Works Newcastle's vision, aims and objectives and embrace its ethos of helping women gain employment.

Time Scales:

- Closing date for applications will be **12 noon Wednesday 10th January**
- Candidates will be invited to first interviews the weeks commencing 15th & 22nd January
- Final round interviews will be held on Monday 29th January

Terms and Conditions:

- Salary: £24,000 – 25,000 per annum
- 25 days holiday per annum (plus bank holidays)