

Job Title: Smart Works North London Manager
Reporting to: Director of Operations
Based in: London
Salary: £23,000-26,000 per annum

We are looking for a bright, organised and hard-working person to join us and lead the delivery of our awards winning Smart Works service. Based in our original and busiest Smart Works centre in North London this is an excellent opportunity for someone who has excellent communication skills, is meticulous in their attention to detail and wants to roll-up their sleeves and get involved in this varied, demanding and rewarding role.

About us

Smart Works is an award-winning 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 lives. **This works. Over one in two of the women we help get 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 are a fast-growing charity and have a team of over 250 trained volunteers who last year delivered nearly 4,000 appointments across six cities. You would be joining the team at an exciting time in our growth as we strive to bring Smart Works to every major city across the UK.

About the role

We are looking for a positive, efficient and hard-working individual to hit the ground running and join our core staff team. Reporting to our Director of Operations, you will oversee the smooth running of our service and the day to day management of our busy North London office. You will be an integral part of our close-knit team and your work will involve outreach to referral partners, volunteer coordination and office management.

It is essential that you can write well and are confident and personable on the phone. You must enjoy meeting a wide variety of people and will relish an environment where no day is the same. You also must love the challenges of running an effective and efficient office.

Key skills:

- A confident self-starter, able to run a busy office and take sole charge where necessary
- Strong communication skills, including an excellent telephone manner and great written skills
- A strong empathy with the women we are supporting, and passion for our service
- Able to quickly build effective relationships with our clients, our volunteers and our partner organisations
- First class IT skills
- Ability to prioritise work and manage time effectively
- Flexible and adaptable
- Works well in a close-knit team
- Proactive, engaged and willing to support in the delivery of a range of events
- Excellent attention to detail and a track record of delivering high-quality work and timely and accurate record keeping
- Some experience of financial administration would be an advantage
- Keen to grow and learn as we grow as an organisation

Requirements

- Eligible to work in the UK

Time Scales:

- Closing date for applications will be **midday on Monday 23rd April**
- Start date: as soon as possible

Terms and Conditions:

- Salary: £23,000-26,000 per annum
- 25 days holiday per annum
- This role will require occasional evening hours and some weekend work.

How to Apply

Please apply with a covering letter along with a CV to Rosemary Ashworth (rosemary.ashworth@smartworks.org.uk) by midday on Monday 23rd April.