

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.

We have been operating in Newcastle for almost a year and whilst we are part of the Smart Works network – we operate independently responsible for our own fund-raising and operation.

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, and Newcastle, with Smart Works Leeds scheduled for Summer 2019.

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 done 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.

As we move into our second year of operation, it is an exciting time to join a team of committed Trustees and volunteers to support the running of our operation.

About the role

A fantastic opportunity has arisen for a Service Delivery Co-ordinator. You will work with a Business Development Lead and a team of fabulous and committed volunteers to organise and co-ordinate the day to day operation of Smart Works. You will be a self-starter and proactive with, excellent organisational skills and the ability to take sole responsibility of the day to day operational activities within 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 occasional travel to London and liaison with the HQ team including 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 helen.sinclair@smartworks.org.uk

Time Scales:

- Closing date for applications will be Tuesday 26th February 12 noon

Job Title: Service Delivery Co-ordinator, Smart Works Newcastle
Reporting to: Chair, Smart Works Newcastle
Based in: Newcastle City Centre

Job Purpose:

To co-ordinate the day to day delivery of the Smart Works service ensuring Clients and volunteers are effectively supported and establish and maintain positive working relationships with new and existing referral partners to ensure a sustainable source of client referrals.

Key Accountabilities:

1. Identifying and developing relationships with referral partners to ensure a sustainable source of client referrals
2. Managing Client appointments and ensuring they have a positive experience of Smart works including booking of appointments and client follow up and feedback.
3. Manage volunteers and ensure an effective rota is in place to ensure key service delivery areas (dressing/interview coaches/stock/admin) are covered including sufficient contingency plans.
4. Work with Business Development Manager to recruit and train volunteers to ensure high standards of service delivery, adherence to Smart Works Policies and that sufficient volunteers are recruited to meet service delivery requirements including stock, dress, interview coaching and administration volunteers.
5. Management of administration staff or student placements as required to support service delivery.
6. Monitor stock to ensure a sustainable source of stock to provide a suitable range of clothing including sizing and seasonality.
7. Management of relationships with Donors to ensure they have a positive experience with Smart Works including taking receipt of clothing donations, recording Donor details and providing acknowledgements.
8. Ensure the day to day office activities are effectively managed including ordering of stationary and marketing materials, management of web-based filing system
9. Maintain key contact with the Building Manager including ensuring health and safety requirements and any risk assessments with regard to both internal and external activities are met.
10. Ensure day to day finances are managed including liaison with the Treasurer on any financial spend and managing volunteer expenses, petty cash and banking.

11. Support business development manager with web-site content and post social media updates.
12. Produce Monthly Board reports on client and referral activity
13. Produce periodic newsletters (Supporters, Volunteers, Partners) and maintain mailing lists

Terms and Conditions

Hours:	Minimum. 28 hours a week. Flexible to cover core activities. There will be occasional evening/weekend work to support events.
Salary:	£22,000 to £24,000 per annum plus 3% contributory pension (pro rata for part time) depending on experience
Contract:	Permanent
Holidays:	25 days per annum plus public holidays (pro rata for part time)
Disclosure:	This position is subject to a 26-week probationary period, satisfactory references, and a DBS check and subsequent re-checks.

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.

Person Specification:

Requirements – essential unless stated as desirable
<p>Experience</p> <ul style="list-style-type: none"> • Highly experienced administrator – experience of the not-for-profit sector welcome but not essential. • Highly organised and capable of working independently and managing own deadlines and targets. • A self-starter with a strong track record in being pro-active and flexible, developing & maintaining systems, protocols and relationships • Experience of producing reports, spreadsheets and power point presentations • Ability to develop relationships with Referrers and Clients and volunteers • Ability to influence others with excellent oral, written and presentation skills • Previous experience of leadership (desirable)
<p>Knowledge</p> <ul style="list-style-type: none"> • Computer-literate with good working knowledge of Microsoft Office, Excel, Word and databases • Experienced user of a range of social media
<p>Personal skills</p> <ul style="list-style-type: none"> • Ability to maintain energy, drive and positivity • 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

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