

SMART  
WORKS

**SMART WORKS**

**DATA & IMPACT**

**MANAGER**

Full-time

Based in London

Salary £29-34K

Closing date midday Monday 27th June



## ABOUT SMART WORKS

Smart Works is a dynamic, high impact and fast-growing UK charity that dresses and coaches unemployed women for success at their job interview. We empower each woman by giving her the clothes and the confidence she needs to succeed. After visiting Smart Works, 72% secure a job within a month, gaining financial independence and transforming their lives.

The Smart Works service is delivered in London, Manchester, Edinburgh, Birmingham, Newcastle, Reading and Leeds. Over the past eight years, Smart Works has helped over 20,000 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 new Three Year Plan that will see the charity double the number of women helped annually from 5,000 to 10,000 women a year. To achieve this, we will grow our existing centres and open centres in new areas. These new centres will be in areas of need, including South London, Glasgow and Liverpool.

Smart Works has been voted Social Action Charity of the Year and is honoured to have The Duchess of Sussex as our Patron.

# ABOUT THE ROLE

The new role of Data & Impact Manager has been created to help Smart Works manage our data systems and monitor our impact. As we work to double the number of women we support from 5,000 a year to 10,000, it could not be a more crucial time to join the team.

We are looking for someone who can demonstrate a track record of managing systems, working with complex data sets and presenting data-led insights. The ideal candidate will have an aptitude for numbers, enjoy identifying themes and patterns in data and be able to creatively use data to proactively drive forward change. They will be experienced in using Excel and handling sensitive data, with a basic understanding of data protection.

The Data & Impact Manager will own the Smart Works CRM Microsoft database and will be the lead point of contact for all things involving data across the Charity. This will require them to work with an external agency that manages our database, as well as Smart Works teams across the UK. You will be organised, an excellent multi-tasker and have a proven track record of rolling-up your sleeves, working independently and delivering results.

Reporting to the Group Director of Group Operations & Programmes, the Data & Impact Manager will play a crucial role in our charity and provide insight that will shape senior decision making in the coming years.

# WHAT YOU CAN EXPECT TO WORK ON

In this role, the workload will be driven by the strategic priorities of the Charity. The tasks below are indicative of the work you will be asked to complete:

- Improving and developing our booking system (part of our Microsoft CRM system) to enhance client experience.
- Analysing feedback provided by clients across the UK and making recommendations for improvements to Group Director.
- Analysing ONS unemployment data to understand the need for a Smart Works centre in a specific area of the UK.
- Producing monthly reports, with commentary, to explain progress against KPIs to senior staff and trustees.
- Managing an external agency to make upgrades and adjustments to the existing database.

# SKILLS, KNOWLEDGE AND PERSONAL ATTRIBUTES

## Essential

- Experience analysing data to measure and benchmark KPIs.
- Experience working with quantitative and qualitative data to produce clear reporting.
- Experience using database systems such as Customer Resource Management
- A confident IT user, with a proven track-record of using Excel (or other programmes) to deliver results.
- Tangible experience of making data-led recommendations and actionable analysis to senior non-technical stakeholders.
- Basic understanding of good practice around data protection.
- Passionate about the work of Smart Works and our mission.

## Preferable

- Experience of using data to measure impact in a charity setting.
- Experience working with a Microsoft CRM platform.
- Experience developing and improving systems to deliver efficiencies.
- In-depth understanding of data protection best practice.
- Experience managing an external organisation to deliver a project/improve a system.

**“Over the next three years we have ambitious targets in place to double the number of women we’re going to help. To ensure success we know we need to follow the data, that’s why this new role is so exciting. The successful candidate will play a vital role in the strategic development and success of Smart Works.”**

Rosemary Ashworth, Group Director of Programmes & Operations

# GENERAL DUTIES OF A SMART WORKS STAFF MEMBER

- Represent the charity's entrepreneurial drive and focus on tangible outcomes, helping to deliver big results from a small staff team.
- 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.
- Ensure that each woman who comes through our door is treated with respect and empathy.

## BENEFITS, TERMS AND CONDITIONS

- Full-time role, based in London.
- We envisage the Data & Impact Manager working full-time, five days per week but are open to discussing four days a week or shorter hours. Typical working hours are 9am-5pm.
- Reporting to experienced Group Director of Programmes & Operations.
- Salary of £29-34k FTE, depending on experience.
- 25 days leave (pro-rata to reflect hours worked) plus additional discretionary leave between Christmas and New Year.
- Two month notice period.
- All successful applicants must provide references and completed a Basic DBS check.
- To apply, please submit a CV, cover letter (no longer than two pages) and our Equalities Monitoring Form to [recruitment@smartworks.org.uk](mailto:recruitment@smartworks.org.uk) by Midday on Monday 27th June. Your application should be addressed to Rosemary Ashworth.