

# SMART WORKS SOUTH LONDON SERVICE DELIVERY MANAGER

**Full time**

**Salary: 28-32K FTE**

**Application Deadline: midday, Monday 22nd August**

# ABOUT SMART WORKS

Smart Works is a dynamic, high profile 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

Smart Works is well established in London having operated in the capital for nearly a decade. The two existing London centres consistently help the most women of any Smart Works across the UK and accounted for 45% of all UK clients in 21/22. Our London centres are accessed by women from every borough of London, with lower levels of participation by those living south of the river.

Our goal is to open a third London centre in Croydon in Autumn 2022. Ultimately this new centre will make Smart Works more accessible and help 2,500 more women over the next three years.

The South London Service Delivery Manager will be key to establishing this new centre, taking day to day responsibility for managing and maintaining a 'best in class' service. The face of our South London centre, they will ensure Smart Works is embedded in the local community, with a steady stream of clients being referred for our dressing and coaching appointments.

We are looking for someone who can demonstrate their track record of building strong relationships and making things happen. Our ideal candidate will share our passion for helping clients succeed, believe in the power of volunteering and will be a real people-person, who will enjoy meeting new people every day.

The Service Delivery Manager must be a natural relationship builder, who is a confident public speaker. They will also be organised, an excellent multi-tasker and will thrive in a fast-paced office. We are looking for a true team-player, with a proven track record of rolling-up their sleeves and delivering results.

This role has huge potential for development and will grow with the London service over the coming years.

## DUTIES AND RESPONSIBILITIES

- Overseeing the delivery and growth of a high quality service in South London, ensuring all KPIs are met
- The face and representative of Smart Works in South London, building and establishing our presence in the community
- Day to day management of the volunteer community in South London, including onboarding new volunteers.
- Line manager to the South London Client and Admin Assistant
- Safeguarding Officer for the South London centre
- Responsible for maintaining the look and feel of the Smart Works South London centre, ensuring it keeps to the standard for all Smart Works centres
- Supporting the pan-London Outreach Manager with events and meetings as needed

## SKILLS, KNOWLEDGE AND PERSONAL ATTRIBUTES



- ✓ Experience of successfully managing teams of volunteers is preferable but not essential
- ✓ An excellent administrator and natural organiser, with strong attention to detail
- ✓ Excellent interpersonal skills with an adaptable style to suit different people and situations
- ✓ Comfortable working in a fast-paced, client-focused environment
- ✓ A confident public speaker who can represent Smart Works in a range of settings
- ✓ Basic understanding of safeguarding requirements for a charity like Smart Works
- ✓ Passionate about the work of Smart Works and our mission

**“After two difficult years of the pandemic, our service is needed now more than ever and South London is a natural next step for Smart Works. This is an exciting opportunity to establish our newest London centre, and make it thrive. Expect a fast-paced role in a happy environment, working with a brilliant team.”**

Sophie Rutherford, Head of London Service Delivery

# GENERAL DUTIES OF A SMART WORKS TEAM 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.
- ✓ Play your part in ensuring that each woman who comes through our door is treated with respect and empathy.

## BENEFITS, TERMS & CONDITIONS

- Full-time role, based in our South London centre (Croydon), with occasional visits to our North London HQ
- Full-time, Monday-Friday. Typical working hours are 9am-5pm.
- Reporting to experienced Head of London Service Delivery.
- Salary of £28-32k FTE, depending on experience.
- 25 days leave 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.

## HOW TO APPLY

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 Monday 22 August.

Your application should be addressed to Sophie Rutherford.

SMART  
WORKS

**WE CAN'T WAIT TO  
HEAR FROM YOU**

