

The logo for SMART WORKS READING is a bright blue square containing the text "SMART WORKS READING" in white, uppercase, sans-serif font. "SMART" and "WORKS" are stacked vertically, with "READING" centered below them in a smaller font size.

**SMART
WORKS**
READING

SMART WORKS READING OUTREACH LEAD

Salary: £22,700 - £25,000 FTE depending on experience
Closing date: Monday 29th May at 17:00



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, 69% of clients secure a job within a month, gaining financial independence and transforming their lives.

The Smart Works service is delivered in London, Manchester, Glasgow, Edinburgh, Birmingham, Newcastle, Reading and Leeds. Over the past ten years, Smart Works has helped over 30,000 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 new centres in areas of need including Bristol and Liverpool.

Smart Works has been voted Social Action Charity of the Year.

More information about who we are can be found on our Smart Works [website](#).

ABOUT THE ROLE

Every woman who comes to a Smart Works centre is referred by another organisation or charity. Across the UK, over 400 organisations refer women to Smart Works, including job centres, refuges, prisons, work programme providers and other charities.

Without referral partners, Smart Works would not be able to reach women in need and help them to succeed at interview, thereby starting a new chapter in their lives. Building and nurturing these partnerships is central to our work and success at Smart Works Reading. As our Outreach Lead you will be responsible for looking after and developing our important partnerships with our referrers.

Based at our centre in Reading, you will work and travel across Berkshire to conduct outreach to ensure Smart Works receives consistent referrals and performs well against our ambitious targets to help more women year on year. In practice, this will include attending meetings with partners, organising events to showcase our service and managing all referral communications.

You will be part of the wider service delivery team in Reading, supporting on the running of the centre to the highest possible standard. This will enable you to understand and speak to the support available to unemployed women in Berkshire and what specifically Smart Works Reading can do to increase this support.

Smart Works Reading has an umbrella organisation, Smart Works Charity based in London, and there may be some infrequent travel to London. There will be liaison with the London team to support induction and training, plus participation in regular on-line meetings, phone calls and attending our annual conferences.





DUTIES AND RESPONSIBILITIES

Reporting to the Centre Manager, the successful candidate will lead a range of activities, including:

- Managing referral partner relationships across Berkshire, nurturing existing relationships and onboarding new partnerships.
- Undertake research and creating project plans to set briefs or funding to engage referral partners.
- Organise, deliver and attend events across Berkshire that increase referrals to Smart Works Reading.
- Analyse and manage a robust database of current referral data and potential referral partners, to identify opportunities, priorities and share successes.
- Share regular, engaging communications with referral partners.
- Pilot new initiatives and ideas with referral partners to increase and maintain engagement.
- Support the smooth running of the Reading centre, such as by answering calls and booking appointments.

Smart Works is a community that shares a passion to empower women to thrive in work and life, determined to meet our aim of helping as many women as we can back into work. The successful candidate will therefore build strong working relationships across this community, with their own immediate staff team and Board of Trustees, as well as other local centres across the UK and HQ in London.

SKILLS, KNOWLEDGE, AND PERSONAL ATTRIBUTES

The successful candidate will demonstrate:

- A proven track record of managing relationships and partnerships.
- Outstanding interpersonal skills with an adaptable style to suit seniority levels and stakeholders in a variety of situations.
- Confident in representing Smart Works, including presenting in person to large groups, in writing to potential partners and over the phone.
- Ability to organise and run external events with a variety of stakeholders.
- Target driven, able to perform well against KPIs.
- Passionate about the support available to unemployed women in Berkshire.
- Strong IT and administration skills with excellent attention to detail.

We particularly welcome applications from black, Asian and minority ethnic candidates, disabled candidates, and candidates with lived experience of unemployment, because we would like to increase the representation of these groups within the charity.

Smart Works promotes equity, diversity and inclusion in our workplace and make recruitment decisions by matching the Charity's needs with the skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

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.
- Play your part in ensuring that each woman who comes through our door is treated with respect and empathy.



BENEFITS, TERMS, AND CONDITIONS

- Full-time or part time position available, with a minimum of 30 hours per week.
- Typical working hours 9 am- 5pm in line with centre opening hours.
- Salary of £22,700 - £25,000 FTE depending on experience.
- 25 days annual leave, with discretionary leave over Christmas and New year.
- Positive, supportive working environment with opportunities for practical training and progression.
- All successful applicants must provide references, have the right to work in the U.K. and complete 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 by 17:00pm on Monday 29th May. Your application should be addressed to Helen Francis. First round interviews will be held on Friday 2nd June. Second interviews will be held on Wednesday 7th June.

We are holding a virtual information session for potential candidates to learn more about Smart Works Reading and the Outreach Lead role on Wednesday 24th May at 12:00pm. You can register [here](#) if you would like to come along and find out more.