

The logo for Smart Works, consisting of a bright blue square with the words "SMART" and "WORKS" stacked vertically in white, uppercase, sans-serif font.

SMART  
WORKS

**SMART WORKS EDINBURGH**

**CENTRE MANAGER**

**LOCATION: EDINBURGH**

**FULL TIME**

**£24k - £26K FTE**



## ABOUT SMART WORKS

Smart Works is a UK charity that dresses and coaches unemployed women for success at their job interview. We empower each woman by giving her the clothes, practical skills and 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, Birmingham, Edinburgh, Leeds, Manchester, Newcastle and Reading. In eight years, Smart Works has helped 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.

Smart Works Edinburgh opened in August 2014 and in eight years has helped 1,500 women.

At the heart 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 coaching. This short intervention has a significant impact as our clients start believing in their own ability to succeed.

Our service delivery is delivered 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.

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

A fantastic opportunity has arisen for a Centre Manager to join the team at Smart Works Edinburgh.

The role is integral to the success of Smart Works and therefore requires a self-starting and proactive approach, excellent organisational skills and the ability to take sole responsibility for all aspects of the operational and day to day management of the Edinburgh centre.

There will be significant interaction with a diverse group including clients, referral partners (for example Job Centre Plus and Work Programme Providers). You will also be working with our corporate and retail partners, and our dedicated team of skilled volunteers, as well as have a responsibility for recruiting and managing teams.

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 Edinburgh City Centre, and it is anticipated that there will be occasional evening and weekend work.

Smart Works Edinburgh is part of Smart Works Charity, and there will be some travel to London and liaison with the HQ team to support on induction, training and participation in regular meetings, phone calls and conferences with other Smart Works centres across the UK.

We promote equality, diversity and inclusion in our workplace and make recruitment decisions by matching the charity's needs with the skills and experience of candidates. We are keen to encourage a diverse range of perspectives, skills and experience within our charity. We actively encourage application from black, Asian and minority ethnic candidates, LGBTQ+ candidates and disabled candidates.

This job description is subject to amendment from time to time within the conditions of employment as per the needs of Smart Works Edinburgh.

All post holders are expected to support Smart Works Edinburgh vision, aims and objectives and embrace its ethos of helping women gain employment.

**“I felt like I came back from nothing to something, I’m so proud of myself”**

– Jivan, Smart Works client

# REQUIREMENTS

## SKILLS AND ABILITIES - ESSENTIAL

- Capable of taking responsibility of a busy office with excellent organisation, communication and interpersonal skills
- Self-starter with a strong track record in being pro-active and flexible, developing and maintaining systems, protocols and relationships
- Ability to influence others with excellent oral, written and presentation skills
- Capable of working under pressure and managing workload of self and others to meet deadlines
- Financially aware, with the ability to interpret basic financial accounts for reporting purposes
- Computer-literate with good working knowledge of Microsoft Office, Excel, Word and databases
- Understanding and skills in social media and newsletter communication.

## SKILLS AND ABILITIES - DESIRABLE

- Creativity, imagination and entrepreneurial attitude towards fundraising

## EXPERIENCE - ESSENTIAL

- A proven track record of strong administration or project management experience
- Demonstrable track record of meeting targets and deadlines
- Experience of managing a team
- Track record of building relationships with key stakeholders
- Experience of delivering presentations to a variety of audiences

## EXPERIENCE - DESIRABLE

- Experience in generating income from a variety of sources
- Experience of gaining corporate sponsorship and fundraising
- Experience in organizing and delivering events
- Experience of supervising and working with volunteer teams

## PERSONAL ATTRIBUTES - ESSENTIAL

- Ability to maintain energy, drive and positivity over intense periods of work
- Creative approach to problem solving
- Resilience, particularly when faced with setbacks and challenges
- Excellent interpersonal skills and strong networker who can build effective relationships
- Passionate about empowering women to thrive in work and life

## BENEFITS, TERMS AND CONDITIONS

- Salary is £24k to £26k FTE per annum
- 25 days holiday per annum (plus bank holidays) FTE
- Positive, supportive working environment and opportunity for progression

### 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. All applications should be sent to [recruitment@smartworks.org.uk](mailto:recruitment@smartworks.org.uk).

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.

Deadline for applications is midnight on Tuesday 14th of June.

First round interviews will take place the week commencing 20th of June

