

SMART  
WORKS

# SMART WORKS SERVICE DELIVERY MANAGER

Full-time

Based in Edinburgh

Salary £24-26K FTE

Closing date 5 September 2022



## 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.

This is a hugely exciting time for Smart Works as we are expanding our services across Scotland. Alongside our centre in Edinburgh, we plan to open a new centre in Glasgow in the Autumn, becoming Smart Works Scotland, subject to pending legal permission.

# ABOUT THE ROLE

We are looking for an energetic, creative and forward-thinking individual to join our dynamic team and ensure the long-term future of Smart Works in Scotland. The role requires a self-starting and proactive approach, excellent communication and networking skills and experience in building relationships.

The Service Delivery Manager in Edinburgh will be taking day to day responsibility for managing and maintaining a 'best in class' service. As the face of our Edinburgh 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.

The successful candidate will build strong working relations with our staff team, Chair and Board of Trustees, as well as the team at Smart Works HQ. We are 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 role would be based in the Edinburgh centre, and there will be occasional evening and weekend work as the role holder will provide key events' support. Smart Works Scotland is part of Smart Works Charity, and there will be some travel to London and liaison with the HQ team to support induction, training and participation in regular meetings, phone calls and conferences with other Smart Works centres across the UK.

# DUTIES AND RESPONSIBILITIES

- Overseeing the delivery and growth of a high-quality service in Edinburgh ensuring all KPIs are met.
- The face and representative of Smart Works in Edinburgh, building and establishing our presence in the community.
- Overseeing the volunteer community in Edinburgh, leading on the recruitment and onboarding of new volunteers.
- Line manager to the Edinburgh Office Coordinator and Volunteer Coordinator.
- Safeguarding Officer for the Edinburgh centre.
- Responsible for maintaining the look and feel of the centre in Edinburgh, ensuring it keeps to the standard for all Smart Works centres in line with brand guidelines.
- Leading on outreach activity and building effective relationships with referral partners, attending relevant events and meetings.

# 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.
- An understanding of safeguarding requirements for a charity like Smart Works.
- Passionate about our mission.
- Excellent MS office skills (Word/excel, PowerPoint) and database experience.



# GENERAL DUTIES OF A SMART WORKS TEAM MEMBER

- Represent the charity's 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 Edinburgh centre.
- Full-time, Monday-Friday. Typical working hours are 9am-5pm, occasional evening and weekend work required.
- Reporting to Head of Service Delivery.
- Salary of £24-26k FTE, depending on experience.
- 25 days leave plus additional discretionary leave between Christmas and New Year.
- One month notice period.
- All successful applicants must provide references and completed a Basic DBS check (Disclosure Scotland).

## HOW TO APPLY

To apply, please submit a CV, cover letter (maximum two pages) and our [Equalities Monitoring Form](#) to [recruitment@smartworks.org.uk](mailto:recruitment@smartworks.org.uk) by 5 September 2022.

Your application should be addressed to Maggie Darling and reference the job title, Smart Works Service Delivery Manager, Edinburgh.

First round interviews will take place the week commencing W/C 12 of September.