

Fashion
AS A FORCE
for good

SMART
WORKS

SMART WORKS SCOTLAND

Head of Centre

Salary: £32,000-£38,000 depending on experience.

Contract: 12 month fixed term contract.

Working pattern: Full time, 9am-5pm.

Location: Smart Works Scotland Edinburgh Centre

Closing date: 9am on Friday 21st November 2025.



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, 67% of clients 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, Bristol and Leeds. Over the past ten years, Smart Works has helped over 50,000 women, and last year alone we reached 10,600 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 March 2025, Smart Works completed their Three-Year Plan that saw the charity double the number of women helped annually from 5,000 to 10,000 women a year. To achieve this, we grew our existing centres and opened a new centre.

More information about who we are can be found on our Smart Works website.





ABOUT THE ROLE

Smart Works Scotland is undergoing an organisational restructure to ensure our continued sustainability and impact. As part of this process, we are recruiting for key roles that will help shape our future direction and strengthen our delivery.

Smart Works Scotland is looking for someone who is passionate about supporting and empowering women to lead our service. The Head of Centre will have overall responsibility for the running of the Edinburgh Centre whilst also working with the Board and Smart Works Charity to realise future growth and development of the service throughout Scotland. This will involve ensuring we deliver high-quality services to our clients and maintain strong relationships with our volunteers, referral and corporate partners.

The ideal candidate will be flexible, have excellent organisation and prioritisation skills and the ability to liaise confidently and successfully with a broad range of stakeholders. This role would have line management responsibilities for the Service Delivery & Outreach Manager.

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 liaison with the HQ team/centres across the U.K. and liaison with our regional teams to support 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 the workplace and encourage a diverse range of perspectives, skills, experience and knowledge within Smart Works.



DUTIES AND RESPONSIBILITIES

Reporting into the Chair of SWS Board, the successful candidate will lead a range of activities including;

Service Delivery

- Be accountable for the overall quality and performance of service delivery, setting priorities and targets in line with the Service Delivery Plan.
- Provide leadership and direction, ensuring resources, systems and budgets are in place for effective delivery.
- Lead the delivery of service delivery projects in line with funding requirements
- Set and oversee the delivery of the Service Delivery plan including managing budget and authorising spend
- Oversee the day-to-day management of the Scotland wardrobe, donations and sale stock
- Be accountable for the strategic development and growth of the Scotland volunteer community, ensuring the model is sustainable and aligned to service needs.

Centre management

- Be accountable for the delivery of the annual financial plan.
- Ensure the infrastructure is in place to deliver the service and track/review service delivery data across Scotland
- Oversee the management and integrity of service data, ensuring compliance, accuracy and full reporting to trustees, funders and the Smart Works charity.
- Management of HR, IT and Finance with the support of Smart Works services.

Fundraising

- Liaise with and assist the Board of Trustees in relation to the implementation of fundraising strategies

Strategy and Reputation

- Liaise with SWS board and Smart Works Charity to set the strategic direction of the charity
- Represent Scotland in group forums, sharing learnings and best practice with other Smart Works Centres.
- Act as the primary public facing representative for Smart Works Scotland.



SKILLS, KNOWLEDGE & PERSONAL ATTRIBUTES

Essential Criteria

- Proven experience in managing a team and coordinating volunteers
- Strong organisational and time management skills
- Experience of managing budgets
- Excellent interpersonal and communication abilities
- Experience in client-facing roles, preferably in a charity or social service setting
- An understanding of safeguarding requirements for a charity like Smart Works.
- Ability to work autonomously and also have a strong team focus and ethic.
- Proficiency in using databases and Microsoft Office suite, including CRM systems.

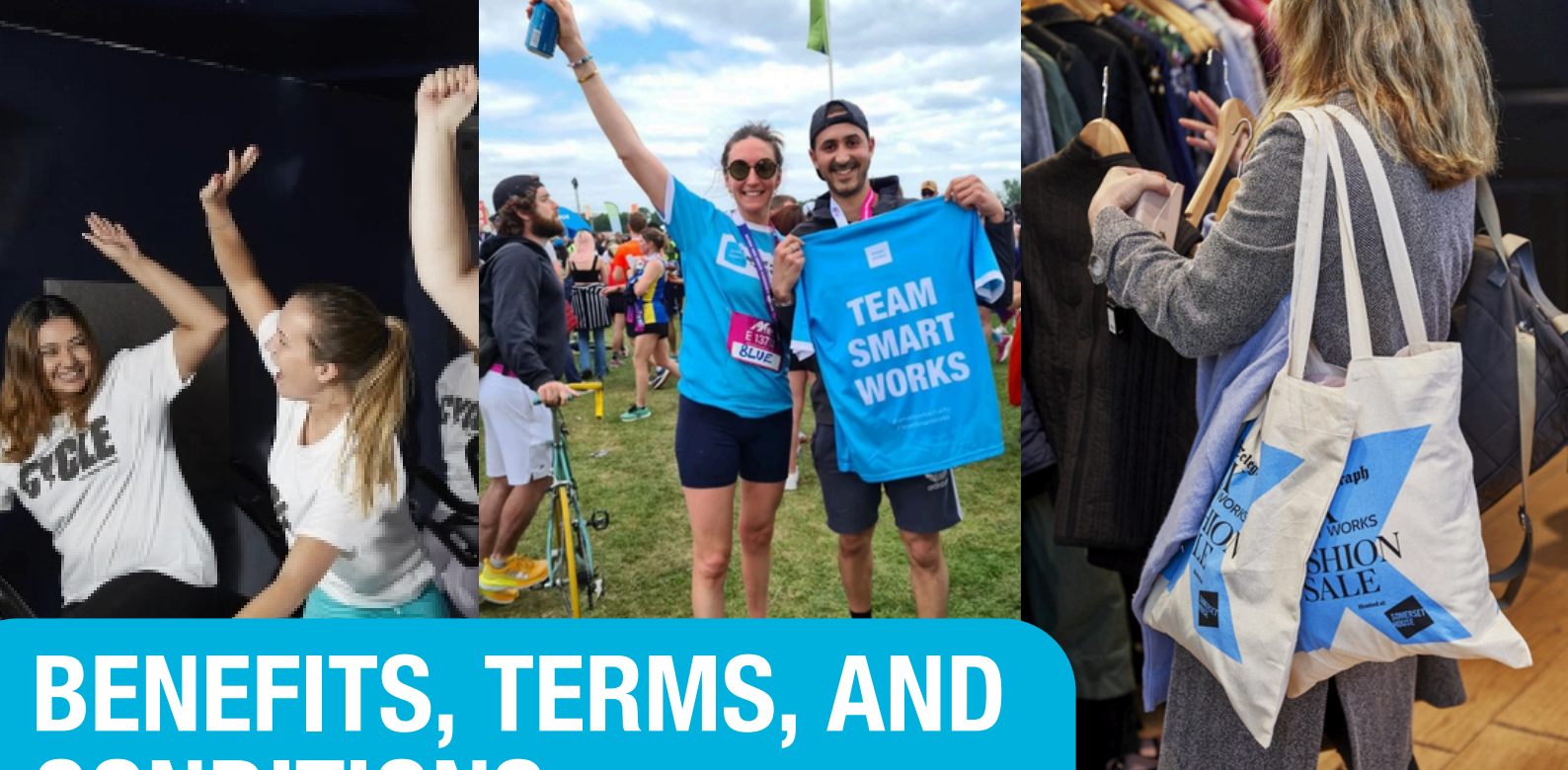
Desirable Criteria

- An understanding of the employment and skills landscape in Scotland.
- Strong presentation skills, with prior experience delivering engaging sessions to large audiences.
- Experience of generating income from a variety of sources, including Events, Trusts, Foundations, Community and Corporate sponsorship
- Strong presentation skills, with prior experience delivering engaging sessions to large audiences.
- Experience in retail or stock management

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

We particularly welcome applications from black, Asian and minority ethnic candidates, disabled candidates, and candidates with lived experience of female unemployment as we would like to increase the representation of these groups at Smart Works.



BENEFITS, TERMS, AND CONDITIONS

- Salary of £32,000-£38,000 depending on experience.
 - 12 month fixed term contract
 - Full-time role, Monday to Friday.
 - Based in Smart Works Scotland Edinburgh Centre.
 - Reporting to the Chair of the Smart Works Scotland Board.
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- 25 days annual leave, plus bank holidays and additional discretionary leave between Christmas and New Year
 - Healthcare cashback plan via Simply Health including money back on eyecare, dental care, prescriptions, diagnostics and more
 - Option to add a partner for a cost and up to 4 children for free
 - 24/7 wellbeing phonenumber and free face-to-face counselling on referral
 - 3% Employer Pension Contribution, 5% Employee Contribution.
 - Enhanced maternity/paternity pay after 1 years service
 - Other enhanced compassionate and family leave policies to support colleagues
 - VIP access at some Smart Works sales, events and pop-up shops.
 - Positive working environment with investment in training and progression.
 - All successful applicants must provide references and complete a satisfactory Basic DBS and Right to Work check.





HOW TO APPLY

Please submit a CV and a cover letter by **9am on Friday 21st November 2025**.

INTERVIEWS

1st round interviews will take place on Monday 24th November and will be virtual. If you are unable to attend a virtual interview for any reason, please let us know by contacting recruitment@smartworks.org.uk to discuss another arrangement.

ADJUSTMENTS

If you require any reasonable adjustments or alterations for the application and recruitment processes, please contact recruitment@smartworks.org.uk.

Smart Works is committed to best practice employment practices, including reducing the burden for those seeking work. Smart Works will therefore reimburse reasonable costs of travel to interviews if required.

At Smart Works we will apply suitable measures to keep your information secure in accordance with our Privacy Policy (a current version of which is available on our [website](#)).