



Job title: Business Manager, Smart Works Greater Manchester
Location: Smart Works Greater Manchester – based in Stockport
Reporting to: Chair of the Trustee Board
Hours: Full time permanent (subject to 3-month probationary period)
Salary: £26,000 - 28,000 depending on experience

About us

Smart Works Greater Manchester is part of a UK charity that provides high quality interview clothes, styling advice and interview training to women in need. We give women the confidence, the self-belief and the practical tools they require to succeed at interview and start a new chapter in their lives.

Smart Works started in London, we are now operating in Edinburgh, Manchester, Reading, Birmingham Newcastle and Leeds. Our Greater Manchester office launched in June 2015, and since then we have supported over 2000 women in need into employment.

At the core 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 training. This short intervention has a significant impact as our clients gain the belief in their ability to succeed. Our support really works, and we are incredibly proud that 70% of the women we support get the job.

All our service delivery (the dressing session and the interview coaching) is delivered by trained volunteers. Our volunteers are all highly skilled and commit their time to helping clients. Their reward is seeing the impact of unlocking a woman's confidence and finding out that the woman they assisted has gone on to succeed at interview and move on with her life.

We are keen to encourage a diverse range of perspectives, skills, experience, and knowledge within Smart Works Greater Manchester. 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 applicants, ensuring no candidate receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion and belief (including no belief), marriage or civil partnership status or sexual orientation.

Please note the responsibilities of this role include finding outfits and dressing our female clients for their scheduled interviews. Due to the sensitive nature of this work, and to ensure we comply with religious and cultural requirements, the post necessitates a female incumbent (or someone who identifies as female).

About the role

A fantastic opportunity has arisen for a dynamic and focused individual to take on the pivotal role of Smart Works Greater Manchester Business Manager.

This is a key role in a small team, working alongside one other paid member of staff and a team of volunteers. The post holder will require a self-starting and proactive approach, excellent organisational skills and the ability and confidence to take responsibility for the management of the Greater Manchester centre.

The role is primarily based at Smart Works Greater Manchester office in Stockport, Monday-Friday, 9am-5pm, with occasional evening and weekend work at fundraising events and meetings.

Candidate profile

The ideal candidate will be able to build good working relations quickly and easily with a wide range of internal and external stakeholders. Whilst they will be supported by the Chair and Board of Trustees, as well as Smart Works colleagues based in other regions, they will be expected to work autonomously and confidently in carrying out their duties.

As you will interact positively with a wide range of diverse groups, including clients, referral partners (for example Job Centre Plus and Work Programme Providers), corporate and retail organisations and our dedicated team of skilled volunteers, strong interpersonal skills and a confident can do attitude are a must.

You will also manage our Administrator, so people management and development experience will be necessary.

We are a small and busy charity; the ability to remain calm and deliver under pressure to tight deadlines is essential alongside good problem solving, critical thinking skills and good attention to detail. You will also be confident in using our systems and data to manage operations and produce operational reports.

A highly organised and positive individual, you should be passionate about empowering women to thrive in work and life. Overall, you should be excited by the opportunity to work in, manage and help grow a small and dynamic charity.

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 role outline and the key skills and experience table below, using examples to demonstrate how you meet the essential requirements.

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.

Please also complete and send an Equalities Monitoring form, available on the separate link on the job role advertisement page with your application (<https://smartworks.org.uk/greater-manchester/were-hiring-business-manager/>)

All applications should be sent to manchesterrecruitment@smartworks.org.uk

Any questions about the role should also be sent to this email; we will endeavour to respond as quickly as possible.

Business Manager - job holder requirements:

	Essential	Desirable
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work both autonomously and as part of a team • Capable of taking charge of a busy office and service and working independently • A self-starter with a strong track record in being proactive and flexible, developing and maintaining systems, protocols and relationships • Ability to influence others with excellent oral, written and presentation skills, particularly ‘writing for purpose’ e.g. board reports, fundraising applications, newsletters, and for social media • Computer-literate with good working knowledge of Microsoft Office, Excel, Word, CRM systems/databases • Understanding of/skilled in social media and newsletter communications • Capable of working under pressure and managing own workload to meet deadlines 	<ul style="list-style-type: none"> • Creativity, imagination and entrepreneurial attitude towards service delivery and fundraising • Financially aware, with the ability to interpret basic financial accounts for reporting purposes
Experience	<ul style="list-style-type: none"> • 2+ years in a management role working with multiple partners and/or key stakeholder relationship management. • Working in a busy client-centric environment, responding to changing priorities and delivery needs whilst maintaining service quality and focus • A proven track record of strong administration or project management experience, with the ability to take ownership of workload • Managing a team and working with volunteers • Demonstrable track record of meeting targets and deadlines • Track record of building constructive and positive relationships with key people in an organisation • Presenting to a variety of audiences 	<ul style="list-style-type: none"> • Experience in voluntary or not-for-profit sector • Knowledge of the employment support sector • Supporting in need women and disadvantaged groups • Experience of generating income from a variety of sources including fundraising events/campaigns, Trusts, Foundations and the Community, corporate sponsorship

	<ul style="list-style-type: none"> • Event organisation and delivery 	
Personal Attributes	<ul style="list-style-type: none"> • Excellent organisation, communication and interpersonal skills • Empathy with those we seek to support with our service and the ability to inspire our volunteers to provide the best possible support and care • 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, a strong networker who can build effective relationships • Passionate about empowering women to thrive in work and life • Full clean driving licence and car – ability to visit stakeholders across the North West 	

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

All post holders are expected to support Smart Works Greater Manchester’s vision, aims and objectives and embrace its ethos of helping women in need gain employment.

Timescales

- Closing date for applications: Tuesday 8th September 2020
- Shortlisted candidates will be invited to an online interview process during the following two weeks
- Final interviews will be held on 29th or 30th September
- We aim to appoint a successful candidate to start as soon as possible in October, depending on candidate availability

Terms and Conditions

- 25 days holiday per annum (to include our annual office closure period between Christmas and New Year) plus Bank Holidays
- Parking on site at our Stockport office