

SMART WORKS

NEWCASTLE

Smart Works Newcastle



Thank you for your interest in joining our team as a [Volunteer Coach!](#)

About us

At Smart Works Newcastle 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. We are incredibly proud that after a visit to Smart Works, more than 70% of the women we support go on to succeed at their job interview.

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 start believing in their own ability to succeed.

Smart Works operates a referral process only: women will be referred from organisations such as Jobcentre Plus, work programme providers, work coaches, housing associations etc. As a volunteer you will work with a wide range of clients to help them onto their journey into employment.

All our service delivery is done by highly skilled volunteers. Their reward is seeing the impact of unlocking a woman's confidence and finding out that the woman they saw has gone on to get the job they applied for. Volunteering as a coach is a fantastic opportunity which will allow you to use your professional skills to help women in your local community regain control of their lives.

Volunteering for Smart Works Newcastle is so rewarding. I am part of fantastic team who all work together to help women across the North East back into employment. The interview coaching and more recently career coaching is really well received and hearing all of the success stories makes it all worthwhile.

Elaine, HR Advisor, Coaching Volunteer for 2 years

About the role

As a volunteer coach you will provide guidance and support to women who are currently unemployed with a confirmed job interview. You will run through interview techniques, potential interview questions, provide

mock interview practise, help clients explain gaps in their CV and generally build up their confidence ahead of their interview.

You will also help deliver our new 'Employment Coaching' programme, this is for women who are looking for employment but are not yet at interview stage. These sessions may involve providing CV and cover letter advice, identifying clients skills, help planning a women's return to work or support in applying for their first job. As such, we insist that our Volunteer Coaches have a background in HR, Recruitment or senior business management to ensure our clients are provided with up to date, informative and accurate career advice.

You will need:

- Experience in Interviewing in a professional capacity
- Vast knowledge of recruitment, current job market and interview processes
- A strong understanding of confidentiality
- Ability to communicate and empathise with a wide range of individuals
- Confidence in empowering women
- Team player (as we are a small close-knit team)
- Ability to do virtual and face to face coaching.
- Understanding of the barriers to employment women face

Commitment

We make sure all of our volunteers are fully trained and spend time shadowing client appointments, and complete mandatory safeguarding training and a basic DBS check. We ask that you are able to commit one full day a month to volunteering in our city centre office. There will be opportunities to volunteer out of the office, at job fairs, networking events, clothing sales and much more. Commitment and enthusiasm towards these are expected on an ad hoc basis.

"Smart Works were amazing. I spoke to my coach and she gave me the confidence to make more connections and as a result I was lead in a matter of days to my dream role. This is the beginning of a career I believe I will remain in for the rest of my life. Smart Works!" Jess, Client

Application details

To apply please fill out the application form on our 'Become a Volunteer' page (linked below) and you're your completed form to newcastle@smartworks.org.uk

<https://newcastle.smartworks.org.uk/get-involved/volunteer/>

