



Smart Works Newcastle



Thank you for your interest in joining our team as a volunteer!

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 60% 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 roles

If you're interested in volunteering for Smart Works Newcastle but don't feel as though your skills align with our Coaching and Stylist roles, there are still plenty of opportunities to get involved. As a small team of three, we are always on the lookout for an extra pair of hands! Examples of non-service focused volunteer roles are:

Office Admin Volunteer

Duties:

- Answering the office phone
- Data entry
- Updating client records, filing their paperwork, and taking bookings
- Monitor email inbox

Skills/Experience:

- Excellent written and verbal communication skills
- Good attention to detail
- Capable of working independently, self-accountable and self-driven
- Comfortable with changing day to day priorities and taking the initiative
- Ability to deal with confidential and sensitive situations and data
- Proficient in MS Office

Online Sales Volunteer

Duties:

- Photograph and list designer/high end clothing on our ebay site
- Package and send sold items
- Write item descriptions for listing

Skills/Experience:

- Experience selling on ebay (or Depop)
- Commercially aware of retailers, fashion and popular culture
- Photograph clearly
- Eye for detail and interest in sustainable fashion

Fundraising Volunteer

Duties:

- Engaging with and developing new relationships with Smart Works Corporate and Community supporters
- Research potential new supporters
- Support with the planning and execution of fundraising and awareness raising events
- Supporter outreach and marketing - Pro-actively seek new opportunities to raise awareness and funds for Smart Works Newcastle
- Publicise fundraising events and activities within the local community
- Help with fundraising admin – processing donations photocopying, maintaining records or supporters, answer email queries, writing thank you letters, etc.

Skills/Experience:

- Excellent IT skills
- confident communicator on phone
- email and in-person, good organisational skills
- ability to build and maintain relationships

- creative with a strong desire to raise funds
- a strong belief in Smart Works mission and vision

Events Volunteer

Duties:

- Represent Smart Works at job centres, job fairs and networking events.
- Talk to clients about the service
- Engage referral partners and potential corporate sponsors
- Set up and help run clothing sales. Take payments, unload and display clothes

Skills/Experience

- Great communicator with a strong knowledge of Smart Works Newcastle
- Empathetic with an understanding of confidentiality
- Drivers licence is preferable to drive to and from events
- Willingness to travel to event venues (generally held in Newcastle/Gateshead area)

If you have other skills, you believe our organisation could benefit from please do let us know! e.g. visual merchandising, art and design, social media (TikTok content), accounts experience

Commitment

Each role will have a different monthly commitment. Please let us know how often you would like to volunteer and we will let you know if we can accommodate your request.

“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.” Jessica, Client

Application details

To apply please fill out the application form on our [Become a volunteer](#) page and send your completed form to newcastle@smartworks.org.uk

We will be in touch in due course to explain the next steps of the recruitment process once you have completed your application form.

