

**SMART WORKS**

**NEWCASTLE**

**DATA ENTRY &**

**ADMIN VOLUNTEER**

**ROLE DESCRIPTION**

# ABOUT US

Smart Works Newcastle are a female employment charity that dresses and coaches women for interview and job success. We use the power of high quality clothing and one to one coaching to help North East women see their true potential and succeed at interview.

We are incredibly proud that after a visit to Smart Works Newcastle, 74% of women go on to succeed at interview.

Smart Works Newcastle operates on a referral basis only wherein women are referred by their local job centre, employment schemes, mental health charities and more. Whilst we are called 'Smart Works Newcastle' we support women across the North East including Durham, Sunderland and the Tees Valley region.

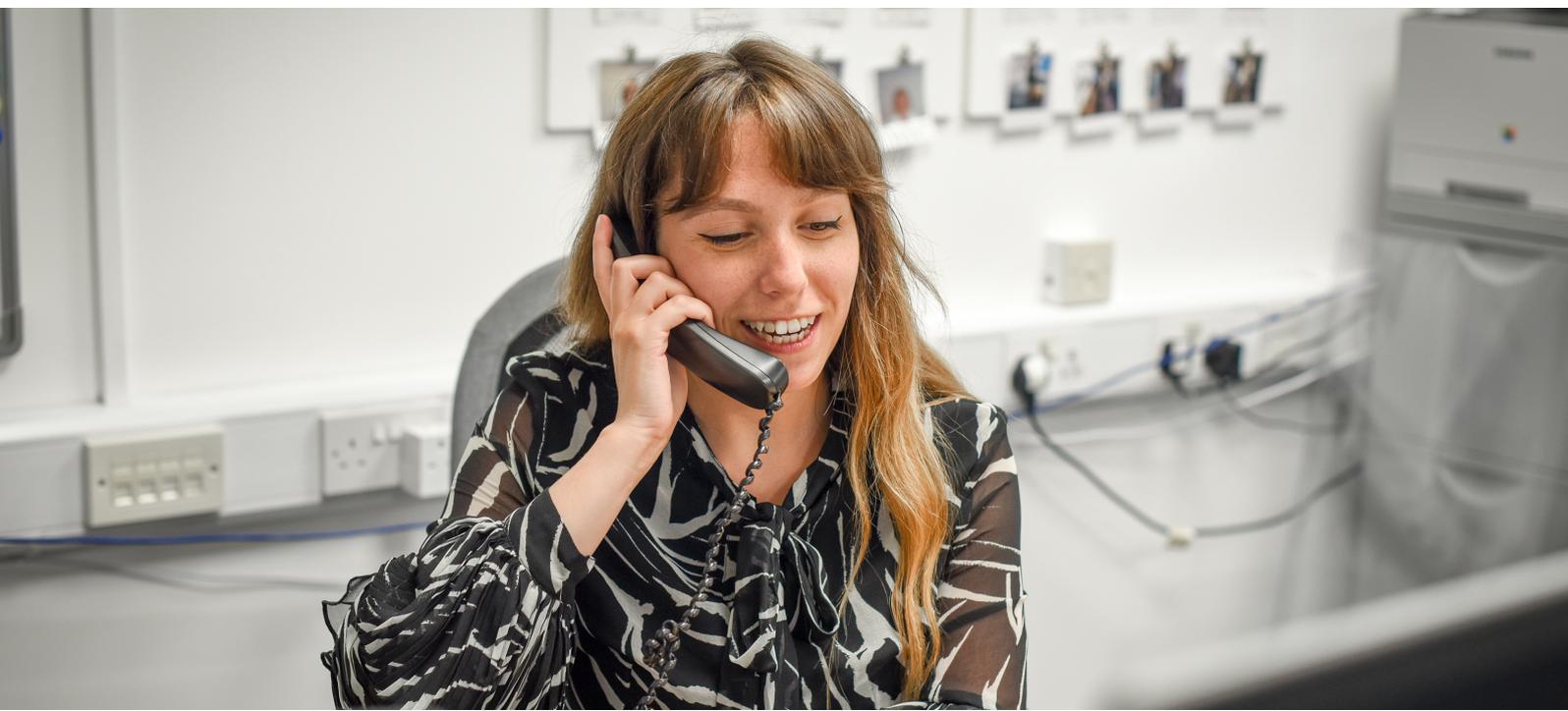


# ABOUT THE ROLE

As the Data Entry & Admin volunteer you will support the team with a range of tasks to ensure our records and files remain up to date. You will play a key role in ensuring we capture essential data about female unemployment in the North East, a task which will inform future projects and campaigns to ensure we continue to support local women into work.

## DUTIES AND TASKS

- Primarily updating our client database (Dynamics)
- Daily admin – answering phone, taking messages, monitoring the office inbox and booking client appointments.



# SKILLS AND EXPERIENCE

- Experience and knowledge of databases (preferably with Dynamics)
- Full working knowledge of Microsoft Office
- Attention to detail
- A strong understanding of confidentiality
- Ability to work alone and as part of a close-knit team
- Passion for female empowerment and equality of opportunity
- Ability to communicate and empathise with a wide range of individuals
- Proactive and 'get stuck in' approach
- Understand our service and the impact we have across the North East



# HOW TO APPLY

Please submit a CV and application form (found on the website) to [newcastle@smartworks.org.uk](mailto:newcastle@smartworks.org.uk)

Deadline for applications is 7th August.

If you would like to have an informal conversation about the role please call Helen or Eilish on 0191 255 1906



**"What I love most about volunteering is knowing that I've been a part of someone's journey into employment"**  
- Admin Assistant