

# SMART WORKS

SCOTLAND

SUPPORTING WOMEN ACROSS  
SCOTLAND

## WHAT WE DO

Smart Works is a UK-wide charity that provides high-quality clothing and coaching services to unemployed women.

The Smart Works Charity operates in eleven locations in the UK, which are: North London, West London, [Edinburgh](#), Greater Manchester, Reading, Newcastle, Birmingham, Leeds, [Glasgow](#), South London and Stockport

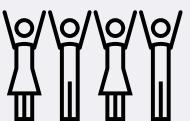


# HOW WE DELIVER OUR SERVICES



## Volunteer-led

Our appointments are volunteer-led with our amazing team of 100+ skilled interview coaches and stylists.



## Our Wardrobe

We stock sizes 6-30 and our clothes come from professional working women or our retail partners; Burberry, Hobbs, Whistles, M&S, John Lewis and many more.



## OUR IMPACT

**69%**

got the job within  
1-month of their  
appointment

**96%**

new outfit made  
them feel more  
confident

**91%**

felt they could  
answer interview  
questions better

**100%**

said coming to Smart  
works increased their  
chances of getting a job

# CAREER COACHING

We know that across the UK women are experiencing redundancy and are struggling to secure interviews in the current climate.

With this in mind, we expanded our offer to unemployed women and now also offer a [pre-interview](#) and employment [coaching session](#).

[1-2-1 1-hour session](#) in person with an experienced coach who will help the client set [3 tangible goals](#) to help move her job search forward.

This can cover working on her CV, strengthening her cover letter, identifying a free online course or resource or job applications.



# INTERVIEW PREPARATION

At the heart of Smart Works sits our 2-hour [interview preparation dressing and coaching service](#).

[Any unemployed women](#) with a [confirmed job interview](#) is eligible for this service.

This service can be delivered either [in-person](#) in our Edinburgh and/or Glasgow centres or [virtually](#) over zoom.



## [Interview Dressing](#)

After a styling consultation, our client will receive the perfect interview outfit and accessories, selected by the client herself. This is completely free and hers to keep.



## [Interview Coaching](#)

One-to-one interview preparation and coaching with an experienced HR professional or senior manager completely tailored to her upcoming interview.

# SECOND DRESSING

We are so proud to say that 69% of our clients go on to get the job.

Once employment is secured, we welcome her back for a second dressing appointment where we find her [6 more items](#), giving her a capsule workwear wardrobe for starting her new role.

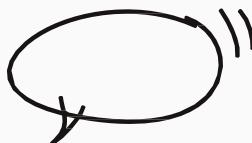


# OUR CLIENT JOURNEY



## 01. Career Coaching

One-to-one coaching with a trained volunteer to help with the next steps to securing an interview.



## 02 . Interview Preparation

Personalised styling session, high-quality outfit of clothes and accessories and interview training.



## 03. Get the Job

Clients are welcomed back to receive a working wardrobe to last until their first paycheck.



Point of Referral



## OUR CRITERIA

We work on a referral basis. Every client must be referred by a partner organization such as a work coach or employability advisor.

There is no further criteria on who can access our service, other than that she is:

### Career Coaching:

1. Is **referred** by a partner organisation
2. Currently **unemployed**
3. Is **aged 16 or over**
4. Identifies as **female**
5. On her **job search**

### Interview Preparation:

1. Is **referred** by a partner organisation
2. Currently **unemployed**
3. Is **aged 16 or over**
4. Identifies as **female**
5. Has a **confirmed interview** in place for **paid employment**



## HOW TO REFER

Referring couldn't be easier!

You simply have to call **0300 373 0955**  
or email **scotland@smartworks.org.uk**  
or use our online form: <https://scotland.smartworks.org.uk/book-an-appointment/make-a-referral/>

We will ask you the following details of the prospective client:

- Her **name**
- Her **contact number**
- Her **email address**
- Her **Interview date**
- A copy of her **CV and job description**, if you have it

We will look after the rest!

You can assume we will call her that same day of referral, and once she is booked in you will be copied onto the confirmation email.

**We are well acquainted with last minute requests and can often accommodate these, so if in doubt give us a call**



A woman with dark hair, wearing a dark blue blazer over a white shirt and a blue floral dress, is smiling and looking towards the camera. She is standing in a room with large windows in the background.

# SMART WORKS

SCOTLAND

[scotland@smartworks.org.uk](mailto:scotland@smartworks.org.uk)

**0300 373 0955**

**Charity Number: SC044520**