STARS DORSET

WE ARE RECRUITING

HEAD OF OPERATIONS

Leadership | Strategy | Impact

HOURS & CONTRACT	37 hours per week | Permanent
SALARY	£40,000-£45,000 FTE per annum (depending on experience)
LOCATION	Hybrid working across organisational sites

Lead People, Systems and Change

Join STARS Dorset and help shape the people, systems and resources behind specialist support for people affected by rape and sexual violence.

As a member of the Senior Leadership Team, reporting to the Chief Executive, you will lead operational improvement, governance, compliance and resource management, supporting safe services and sustainable growth.

You will manage the Operations and Client Support Teams, act as Safeguarding Lead and deputise for the Chief Executive within agreed delegated authority.

A key priority is digital development: reviewing and integrating systems, improving efficiency through appropriate AI and automation, and helping staff use technology confidently.

About You

- Senior operational leadership experience, including managing multidisciplinary teams and leading change.
- Experience of governance, risk, compliance, business continuity, budgets and resources.
- Experience leading integrated digital systems projects and training staff to use systems effectively.
- Experience managing safeguarding concerns, including recording, escalation and referral.
- Strong strategic, communication and problem-solving skills, with a trauma-informed, survivor-centred approach.

Why Join STARS Dorset?

Make a meaningful contribution to a charity delivering safe, inclusive and trauma-informed services across Dorset. Work with the Chief Executive, Trustees and senior colleagues to strengthen how we support our clients and our people.

What the role offers

- 26 days annual leave, rising to 29 days, plus bank holidays.
- Hybrid working across organisational sites.
- Opportunities to lead organisational improvement and digital development.

Qualifications and Commitment

A degree-level qualification or equivalent professional experience, and evidence of continuing professional development, are essential. A leadership or relevant professional qualification and charity, public or VAWG sector experience are desirable.

You must be able to travel between sites and attend occasional evening meetings or events. The role includes Safeguarding Lead, First Aider and Fire Marshal duties, with relevant training to be completed and maintained.

Diversity and Safeguarding

We welcome applications from all sections of the community. Reasonable adjustments will be considered throughout recruitment and employment.

Appointment is subject to eligibility to work in the UK and a satisfactory Enhanced DBS check. Assessment normally includes a pre-interview written task, interview, presentation and references.

Please demonstrate how you meet the person specification in your application.

Help Shape Our Future

APPLICATION CLOSING DATE

9am, Friday 20 November 2026

INTERVIEW DATE

All day, Thursday 3 December 2026