Job Description and Person Specification

OPERATIONS ASSISTANT

(Finance & HR Administration)

ACCURACY ORGANISATION SUPPORT	**Efficient finance, HR and operational administration that supports our people and enables high-quality service delivery.**

Role detail	Information
Job title	Operations Assistant (Finance & HR Administration)
Salary	£25,625 FTE
Hours	37 hours per week (including one evening a week currently Tuesday or Wednesday)
Contract	Permanent
Reporting to	Operations Manager, with finance supervision provided by the Senior Finance Officer.
Location	Dual based - Dorset (travel between sites as required)
Holiday	26 days, rising to 29 days, plus bank holidays
Checks	Eligibility to work in the UK and a satisfactory Enhanced DBS check
Number of posts	1
Application closing date	9am on Tuesday, 10th November 2026
Anticipated interview date	Friday, 20th November 2026 at Stanley House, Poole

About STARS Dorset

STARS Dorset provides specialist support to people affected by rape and sexual violence. We work across Dorset to deliver safe, inclusive and trauma-informed services that place each client's needs, choices and wellbeing at the centre of our practice.

Job Overview

The Operations Assistant (Finance & HR Administration) provides day-to-day support across finance, HR and operations, with guidance from the Operations Manager and Senior Finance Officer.

The role involves maintaining accurate records, assisting with financial processing, supporting recruitment and onboarding, and helping keep our centres safe, welcoming and well equipped.

The postholder will communicate professionally and compassionately, pay close attention to detail and raise any errors or concerns, helping frontline teams focus on delivering high-quality support to clients.

Key Responsibilities

01	02	03	04
FINANCE	HR SUPPORT	OPERATIONS	COMPLIANCE

KEY DUTIES AND RESPONSIBILITIES

Finance Administration

- Assist with processing staff and volunteer expenses, invoices, purchase orders and approved purchase requests, following organisational procedures.
- Help obtain supplier quotations, order goods and services, and keep financial records and filing systems up to date.
- Enter financial information accurately and raise any errors or discrepancies with the Senior Finance Officer.

Recruitment and Human Resources Administration

- Help organise recruitment activities, including arranging interviews, communicating with candidates and preparing interview documents.
- Support onboarding and induction arrangements for new staff and volunteers.
- Update recruitment, personnel, DBS and training records, and help track outstanding checks and mandatory training.

Operations Administration

- Provide general administrative support to the Operations Manager and wider management team.
- Maintain databases, spreadsheets, filing systems and trackers, ensuring information is accurate and up to date.
- Assist with preparing routine reports, correspondence and presentations, and arranging meetings and events.

Centre and Resource Management

- Help keep STARS Dorset centres welcoming, organised and appropriately equipped for staff, volunteers and clients.
- Monitor office supplies and arrange replenishment when needed.
- Help arrange maintenance, repairs and contractor visits, raising premises concerns with the Operations Manager.

Communications and Information Management

- Respond to telephone calls and general enquiries professionally and sensitively, directing them to the appropriate person.
- Communicate respectfully with clients, colleagues, volunteers, applicants, suppliers and other contacts.
- Help update website content, vacancy listings, templates and organisational information as directed.

Compliance, Health and Safety

- Help maintain records for compliance, health and safety and governance, and provide administrative support for audits and routine checks.
- Handle personal and sensitive information confidentially, following data protection requirements and organisational procedures.
- Undertake First Aider and Fire Marshal duties following appropriate training.

General Responsibilities

The postholder will:

- Uphold STARS Dorset's values and promote equality, diversity, inclusion and anti-oppressive practice.
- Work collaboratively and contribute to a respectful, supportive workplace.
- Maintain professional boundaries and follow organisational policies, including safeguarding, health and safety and information governance.
- Seek guidance from the appropriate colleague when unsure about a task or procedure.
- Participate in supervision, appraisal and training to develop the skills needed for the role.
- Undertake other reasonable duties appropriate to the level and responsibilities of the post.

PERSON SPECIFICATION

Candidates will be assessed against the criteria below. Essential and desirable requirements are shown separately for clarity.

Qualifications, Training & Experience	Essential	Desirable
GCSE English and Mathematics at Grade 4/C, or equivalent qualifications.	✓	
Some experience of administrative tasks, such as organising information, updating records or responding to enquiries.	✓	
A relevant qualification or current study in business administration, finance or HR.		✓
Experience of, or familiarity with, recruitment or onboarding administration.		✓
Experience of routine finance administration, such as invoices, expenses or purchase orders.		✓
Experience using finance software, such as Xero.		✓
Experience updating website content or digital systems.		✓

Knowledge	Essential	Desirable
Understanding of confidentiality and the importance of handling personal information securely.	✓	
Understanding of the importance of professional boundaries.	✓	
Awareness of safeguarding principles.		✓
Awareness of the impact of trauma and the importance of a sensitive, respectful approach.		✓

Skills & Abilities	Essential	Desirable
Good organisational skills and the ability to prioritise tasks with guidance.	✓	
Attention to detail, with a willingness to check information and raise errors or concerns.	✓	
Ability to maintain accurate records and organised filing systems.	✓	
Ability to use Word, Outlook and Excel for routine administrative tasks.	✓	
Good numerical skills for checking figures and entering financial information accurately.	✓	
Good written and verbal communication skills, with a professional and sensitive approach to enquiries.	✓	
Ability to work collaboratively, build positive relationships and complete agreed tasks with appropriate guidance.	✓	
Experience preparing reports or presentation materials.		✓

Values & Behaviours	Essential	Desirable
Commitment to STARS Dorset's mission and values.	✓	
A compassionate, respectful and supportive approach to others.	✓	
Commitment to equality, diversity, inclusion and anti-oppressive practice.	✓	
A professional and reliable approach, taking responsibility for agreed tasks.	✓	
Willingness to learn, ask questions and take feedback on board.	✓	
Willingness to adapt to changing tasks and priorities.	✓	

Special Requirements	Essential	Desirable
Ability to travel between STARS Dorset sites when required.	✓	
Availability to work one evening per week as part of the agreed working pattern.	✓	
Willingness to undertake First Aider and Fire Marshal duties following appropriate training.	✓	

Expected Behaviours

Behaviour	What this means
Supportive	• Takes time to listen, respect and understand. • Respects and values others' differences.
Impactful	• Welcomes feedback and constructive challenges. • Plays a part in the delivery of STARS Dorset's aims.
Connected	• Communicate effectively. • Actively collaborates and shares ideas, experience and knowledge.
Safeguarding focused	• Is committed to the welfare, wellbeing and safeguarding of colleagues and clients.

Additional information

- Reasonable adjustments will be considered throughout the recruitment process and employment.