

Job Description

Job Title	Finance and Operations Officer
Responsible to	Reports jointly to the Finance Manager and the HR & Operations Manager, receiving day-to-day direction from both in their respective areas of responsibility.
Responsible for	Volunteer Administrators (where applicable)
Hours	28 hours per week (0.8 FTE)
Salary	£28,000 - £34,000 FTE per annum (pro-rata)
Contract	Permanent
Location	Woman's Trust premises including co-location with statutory partners and community partnership locations. Woman's Trust operates a hybrid working model with a minimum of 50% to be on-site
Date Revised	June 2026

This job description may change to reflect the changing requirements of the role.

About Woman's Trust

The charity was established in 1996 to meet the gap in specialist mental health services. Woman's Trust is led by and for women and aims to ensure that women affected by domestic abuse can live a life free from further harm and abuse. Our approach is trauma-informed and person-centred, empowering survivors on their journey to recovery from the trauma. We are committed to a positive, inclusive and equitable environment for our staff, service users and volunteers.

Alongside delivering our existing 1-1 counselling, self-development workshops and therapeutic support groups for women who have experienced domestic abuse, we are focused on developing our innovative mental health services for young women and girls, delivering new peer-led support groups and providing therapeutic groups to children and their mothers. We are also committed to developing further awareness-raising workshops and training for professionals, building on our research and policy to improve systems nationally.

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Background

As Woman's Trust continues to grow, we are looking for an organised and proactive Finance & Operations Officer to help ensure our internal systems run smoothly and efficiently.

This is an exciting opportunity for someone who enjoys variety and wants to develop their skills across finance, operations and organisational administration within a values-led charity. Working closely with both the Finance Manager and the HR & Operations Manager, you will play an important role in supporting the day-to-day running of the organisation, helping to ensure effective financial administration, efficient operational systems and high-quality organisational support.

No two days are the same. From supporting monthly finance processes and maintaining operational systems to coordinating suppliers and contributing to continuous improvement, this role offers excellent exposure across the organisation and the opportunity to make a real difference behind the scenes.

We are committed to supporting professional development and continuous learning. This role would suit someone looking to build a career in finance, operations or charity management within a supportive, collaborative and trauma-informed organisation.

Purpose

The Finance & Operations Officer provides high-quality finance, operational and organisational support to ensure the effective day-to-day running of Woman's Trust. Working across both Finance and Operations, the postholder will maintain accurate financial records, coordinate operational systems and provide administrative support that enables colleagues to deliver high-quality services to women affected by domestic abuse.

Responsibilities and Duties

This job description outlines the main duties of the role and is not exhaustive. The postholder may be required to undertake other duties that are consistent with the level and purpose of the post.

Finance Administration

- Maintain accurate financial records using QuickBooks and associated financial systems, ensuring records are complete, accurate and up to date.
- Process purchase invoices, supplier payments, staff expenses and income transactions.
- Prepare payment schedules and BACS payment runs for approval.

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- Reconcile bank account, petty cash, payroll, credit card accounts and financial records.
- Prepare monthly payroll and pension information and maintain supporting documents, ensuring information is submitted accurately and on time for review and authorisation by the Finance Manager
- Ensure all cash and cheques received are banked regularly
- Raise invoices to funders, training participants and other stakeholders as required.
- Process donations and takes responsibility for Gift Aid administration.
- Maintain financial records and audit trails in line with organisational procedures.
- Assist the Finance Manager in preparing monthly management accounts.
- Assist with year-end financial processes and external audits by preparing documentation and responding to auditor requests as directed by the Finance Manager
- Maintain petty cash imprest system, updating the spreadsheet monthly, ensuring receipts and vouchers are kept in the petty cash tin.
- Respond to routine finance-related queries from staff, suppliers and stakeholders.
- Take responsibility for updating the bank mandate, including processing any changes to bank details and ensuring records are kept up to date.
- Maintain grant, project and funding monitoring records, working closely with the Fundraising Team to ensure income records remain accurate and producing routine reports as required.

Operations Administration and Procurement

- Support the effective day-to-day operation of Woman's Trust premises, facilities and office services.
- Coordinate office maintenance, repairs, workspace set-up, equipment allocation and facilities-related matters.
- Act as the primary administrative contact for suppliers, contractors, service providers and external IT support.
- Coordinate the procurement of goods and services, including obtaining quotations, processing purchasing requests and maintaining procurement records.
- Maintain supplier, contractor, contract, licence and subscription records, ensuring timely renewals and appropriate audit trails.
- Maintain office equipment, furniture and organisational asset registers.
- Coordinate the ordering of office supplies, equipment and consumables.

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- Maintain organisational records, shared systems and administrative documentation.
- Provide administrative support for recruitment and onboarding, including interview coordination, documentation and induction arrangements.
- Coordinate Disclosure and Barring Service (DBS) administration and maintain associated compliance records.
- Maintain business continuity documentation and operational procedures.
- Coordinate organisational inboxes and respond to routine operational enquiries.

Systems Administration and Reporting

- Administer organisational systems and databases, maintaining user records, access permissions and data accuracy.
- Produce routine operational, finance and compliance reports, dashboards and monitoring information, escalating issues where appropriate.
- Support continuous improvement by identifying opportunities to enhance administrative systems, processes and operational efficiency.
- Support the implementation, testing and ongoing development of organisational systems and digital processes.

Health & Safety Administration

- Act as the operational point of contact for day-to-day health and safety matters.
- Undertake Fire Marshal responsibilities following appropriate training.

General Duties

- At all times protect the safety and security of Woman's Trust service users, staff, volunteers and visitors.
- Uphold the rights of women and children affected by domestic abuse.
- Adhere to all Woman's Trust policies including Safeguarding, Health & Safety, Equality, Diversity and Inclusion, Data Protection and Confidentiality.
- Participate in supervision, appraisal, training and team meetings.
- Participate in strategy days, planning exercises and organisational development activities.
- Undertake any other duties appropriate to the grade and character of the role.

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- Carry out safeguarding responsibilities in accordance with organisational policies and procedures.

Team Working and Organisational Contribution

- Contribute effectively to team working and organisational objectives.
- Promote continuous improvement in systems and processes.
- Ensure organisational standards, policies and procedures are followed.
- Support a positive, collaborative and trauma-informed working culture.
- Contribute to equality, diversity and inclusion across all areas of work.

Values, Behaviours & Competencies

- Committed to the purpose and values of Woman's Trust.
- Understands trauma-informed and survivor-centred practice.
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Organised, proactive and solution focused.
- Demonstrates high levels of integrity and accountability.
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Works with sensitivity, professionalism and discretion.
- Works Collaboratively, building relationships with internal and external partners.
- Committed to continuous learning and improvement.

OTHER:

1. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

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Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by WT, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date:

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PERSON SPECIFICATION – Finance and Operations Officer

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience	• Experience working in a finance, operations, business support or office administration role. • Experience maintaining accurate financial records and processing financial transactions. • Experience using accounting software such as QuickBooks. • Experience coordinating administrative systems and processes across multiple functions. • Experience maintaining confidential records and handling sensitive information. • Experience providing high-quality organisational or business administration within a busy and fast-paced environment. • Experience maintaining compliance records, monitoring deadlines or coordinating regulatory requirements. • Experience liaising with suppliers, contractors or external stakeholders. • Experience producing reports, maintaining spreadsheets and monitoring information. • Experience working within the charity, public or voluntary sector •
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Knowledge and Understanding	• Understanding of basic bookkeeping principles and financial controls. • Understanding of office administration and operational processes. • Understanding of the importance of data accuracy, record management and audit trails. • Understanding of GDPR, confidentiality and information governance principles. • Awareness of safeguarding principles and the importance of safer recruitment practices. • Understanding of equality, diversity and inclusion principles.
Skills and Abilities	• Excellent organisational skills with the ability to manage multiple priorities and competing deadlines. • Strong numerical skills and attention to detail. • Ability to maintain accurate records and work methodically. • Ability to produce clear and accurate reports, spreadsheets and administrative documentation. • Ability to use Microsoft Office 365 applications, including Word, Outlook and Excel to a high standard. • Ability to identify issues and escalate appropriately to managers. • Ability to communicate effectively with a wide range of internal and external stakeholders. • Ability to work independently whilst also contributing effectively as part of a team. • Ability to maintain professional boundaries and handle sensitive information appropriately. • Ability to work in a proactive, flexible and solution-focused manner.

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	Ability to contribute to the continuous improvement of systems and administrative processes.
Qualifications	- Good standard of education including English and Mathematics (or equivalent experience). - AAT level 3 (or working towards) or equivalent practical finance experience.
DBS/Police clearance	A basic DBS clearance is required for this role. Police vetting Clearance may also be required.