

Job Description:

Operations Officer

Role:	Finance and Operations Officer
Salary:	£35,000pa pro rata
Hours:	0.6 FTE (21 hrs/week)
Contract:	Fixed-term for one year (with the possibility of extension, dependent on funding)
Location:	THCVS office, Tower Hamlets
Flexibility:	[Max 1 day/week remote work]
Reports to:	Development Manager

Tower Hamlets CVS (THCVS) is looking for an organised and effective person who has excellent attention to detail, is very organised and enjoys really understanding how a small charity works. We are a supportive, participative team with lots of opportunities for growth and development.

Purpose of this role

The primary purpose of this Finance and Operations Officer role is to ensure the smooth running and administration of all of THCVS's systems and resources, by:

- Ensuring effective and efficient finance and human resource administration and compliance with all organisational policies and procedures
- Managing the THCVS office, ICT resources and administrative processes
- Providing administrative support to the board of trustees and its committees
- Working with the THCVS team to develop and implement effective record keeping, reporting and impact measurement across all our projects

Working for THCVS

We support voluntary and community groups to run their organisations effectively, secure funding to deliver services and to connect and collaborate with each other. We are also an embedded strategic partner in the borough, bridging the space between the voluntary and community sector and statutory and other partners, enabling us to give a voice to the VCS and advocate on their behalf.

We expect that the postholder will work with everyone in the organisation, including the trustee board, to help improve and implement organisational systems during the next phase of our development.

THCVS offers a range of benefits including flexible working, an employee assistance programme, team outings and a training and development plan. Most of all though

we offer the opportunity to make a difference in this vibrant and dynamic borough.

You can read our strategy [here](#), and for more information about voluntary and community groups in Tower Hamlets please see our [State of the Sector report](#).

Key tasks

Finance

- Process invoices, maintain Quickbooks and add invoices to be paid to the bank portal for authorisation.
- Produce monthly expenditure reports for project leads.
- Prepare finance reports for funded projects.
- Liaise with our financial services provider re management accounts.
- With the CEO and Treasurer prepare the budget every year.
- With the CEO and Treasurer support the preparation of financial reporting to SMT and board.
- Carry out bank reconciliations.
- Assist with the finance element of funding applications, for example preparing budgets.
- Assist with any audit or independent examination.
- Ensure financial controls are adhered to.

Governance

- Ensure policies are kept up to date.
- With the CEO develop new policies where required.
- Using NatWest Mentor materials to ensure that staff handbook & contracts are up to date.
- Ensure internal procedures are adequate and adhered to.
- With the CEO ensure that insurance is up to date and adequate
- Support the CEO with any HR-related issues.
- Administer board meetings (booking rooms, setting up room, getting refreshments etc).

Operations and administration

- All aspects of office management and the operations of a small charity, including supporting with data management processes, managing suppliers to ensure we have best value for money, ordering new equipment, maintaining office equipment, managing subscriptions and supporting the development of efficient systems and processes.
- Support any office move.
- Manage staff training by implementing the training & development plan, including mandatory training.
- Help to organise occasional team outings and away days.
- With others to share monitoring the info@ email box.

General

- Uphold and promote the mission and values of THCVS.
- Be inclusive and treat people with dignity, respect and empathy.
- Be accountable internally and externally for your work.
- Be open and willing to learn, undertaking training, mentoring and other activities as appropriate.
- Undertake any other duties as required which are in line with the objectives of the post.

Person specification

Skills

- Good numeracy and ability to use a spreadsheet (essential)
- Highly organised with excellent attention to detail (essential)
- Great communication, teamwork and interpersonal skills (essential)
- Competent in data entry and able to maintain clear and comprehensive records (essential)

Knowledge & understanding

- Framework of charity and company regulation (desirable)
- Charity finance (desirable)
- Health and Safety in the workplace (desirable)
- Data protection (desirable)

Experience

- Finance administration including processing invoices (essential)
- Operations and administration in a similar organisation (desirable)
- HR, including handling sensitive or confidential information (desirable)
- Working in the charity sector (desirable)
- Monitoring and evaluation (desirable)

We do not expect candidates to meet all the criteria listed. Rather we are looking for someone who commits to our values and has the aptitude and attitude to succeed in the role. We also value lived experience and would like to encourage applications from the diverse communities in Tower Hamlets. If you are unsure about whether to apply please contact Sam Crosby sam.crosby@thcvs.org.uk to talk about it.

To apply please answer 3 reflective questions either in writing (no more than 500 words each) or by audio/video submission (no more than 3 minutes each). We would like you to be guided by the person specification and draw from your experiences when answering these questions.

The questions:

- Tell us why you want this role and what makes you think you'd be good at it?
- Can you give an example of a time when you have implemented or improved an organisational system, and what the impact of that was,
- Could you let us know what the most important considerations are when processing financial transactions (e.g. processing invoices, running finance reports, budgeting).

These questions are the most important part of the application. We want you to answer the questions authentically and in a way that explains to us how you meet the person specification. If you haven't done exactly what we are asking for but think you have demonstrated the skills you'd need somewhere else in your life, mention that too. The answers should be sent by email, along with your CV, to vicky.scott@thcvs.org.uk by 9.30am on **Monday 13 October 2025**.