



**SECURE
TICKETS** *from*
**AUTHORISED
RETAILERS™**

PO BOX 708, YORK, YO1 0GT
+44 (0)1904 234737
WWW.STAR.ORG.UK

JOB DESCRIPTION

Job Title: Dispute Resolution Officer/Administration Assistant
Location: York
Reports To: Chief Executive/Dispute Resolution Manager
Salary: £24,500 p.a.
Closing Date: 25 January 2026

Job Overview:

This full-time job will be split between contributing to STAR's role as an approved body for Alternative Dispute Resolution (ADR) alongside providing comprehensive administrative support to the work of STAR.

This role involves helping resolve consumer disputes with STAR's members, particularly when additional resource is required in this area as well as managing communications, website updates, membership administration, and coordinating various meetings and events.

The ideal candidate will be detail-oriented, with excellent organisational skills, and capable of managing multiple tasks efficiently. This position requires a proactive individual who can work independently while maintaining a high level of accuracy and professionalism.

Key Responsibilities:

1. Alternative Dispute Resolution

- To support STAR'S Alternative Dispute Resolution service as and when required by;
 - a) dealing with incoming calls, emails and letters and to act or provide advice as appropriate;
 - b) liaising with customers and STAR members in line with STAR's ADR procedure;
- To champion 'safe ticketing' in the eyes of consumers buying any form of live entertainment ticket.

2. Administrative Support for STAR:

- Provide day-to-day administrative assistance, ensuring the smooth operation of the office.
- To handle incoming enquiries from the general public, industry and membership.

3. Website Management:

- Regularly update website content, ensuring all pages are current and relevant.
- Add new members to the website, including updating member details, logos, and other pertinent information.
- Post job alerts and other relevant updates on the website.

4. Member and External Communications:

- Manage and maintain email and other contacts lists.
- Assist in compiling and publishing communications to members, including newsletters and announcements.



- Manage social media accounts, ensuring regular updates and engagement with members and the public.
- 5. Meeting & Event Administration:**
 - Provide administrative support for Council and other meetings, including scheduling, preparing agendas, and compiling and distributing minutes.
 - Assist in the planning and delivery of the Annual General Meeting (AGM) and other meetings and seminars from time to time, including logistics, invitations, bookings and follow-up communications.
- 6. Audit & Compliance:**
 - Conduct audits to ensure the correct use of the STAR's logo and key information by members across various platforms.
 - Perform audits to verify the inclusion of Alternative Dispute Resolution (ADR) information in members' terms and conditions and other relevant documents.
- 7. Membership Administration:**
 - Administer membership renewals, including issuing renewal notices and processing payments.
 - Follow up with members regarding outstanding payments.
 - Maintain accurate and up-to-date customer records and contact information for members.
- 8. General Office Duties:**
 - Assist with other administrative tasks as needed to support STAR's operations.
 - Maintain organised filing systems and ensure that records are accurately stored and easily accessible.
- 9. General**
 - To champion 'safe ticketing' in the eyes of consumers buying any form of live entertainment ticket.
 - To undertake training as required to further self-development and the role.

Qualifications:

- Proven experience in an administrative or executive assistant role.
- Good IT skills with an aptitude for learning more.
- Strong communication skills, both written and verbal.
- Excellent organisational and time-management abilities.
- Familiarity with social media platforms and experience in managing business accounts.
- Experience in membership or customer relationship management is an advantage.
- Attention to detail and a high level of accuracy in work.
- Ability to work independently and handle multiple tasks simultaneously.

Conditions:

- Full-time position for 35 hours a week Monday-Friday
- 3-month probationary period
- Employee pension contributions matched up to 7%
- 33 days annual leave a year, including public holidays
- Additional day off on your birthday



- Based at our office in central York but, subject to agreement, a possibility of some remote working after probationary period and completion of any training.

This job description outlines the primary duties and responsibilities for the role of Dispute Resolution Officer/Administration Assistant. Other tasks may be assigned as needed to support the STAR's objectives.

APPLICATION PROCEDURE

Applications close on 25 January and should be made using the online form available at www.star.org.uk/jobs

If you need a paper application form, please contact STAR at info@star.org.uk

PRIVACY NOTICE

STAR's Privacy Notice for job applicants can be found at:
<https://www.star.org.uk/privacy-notice-internal/>

WORK PERMITS

Under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. Successful applicants will be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

In the event of an offer of employment being made, we will take up references and reserve the right to validate all information entered on your application form.

EQUALITY, DIVERSITY, AND INCLUSION (EDI)

STAR is committed to promoting equality, diversity, and inclusion (EDI) in all aspects of recruitment. We value the unique contributions of individuals and aim to create a workplace that reflects the diverse communities we serve. This policy ensures fair treatment and equal opportunities for all candidates, regardless of their background.

