

JOB DESCRIPTION

Job Title:	Administration & Communications Assistant		
Pay:	£17,892.80 per annum, pro rata (£22,366 FTE)	Contract Type:	2 years
Hours:	part-time, 30 hours/week	Start Date:	As soon as possible
Location:	Windmill Hills centre, Gateshead, NE8 1QB	Reporting to:	Director; Finance Officer

Background and Purpose of the Role

The Comfrey Project is a charitable organisation which promotes personal wellbeing and community integration for refugees and people seeking asylum, through predominantly nature-based activities. Participants volunteer at regular group sessions taking place in our community centre and garden in Gateshead and two allotments in Newcastle. Activities include gardening, beekeeping, construction, cooking, conversation classes, crafts and more.

Our aim is to nurture a safe and welcoming environment that provides a sense of belonging and empowers people to build resilience, confidence, support networks and skills.

In this role you will be supporting the efficient and smooth running of the office and general day-to-day operations, as well as the charity's public image through digital communications and reception duties.

You will provide direct administrative support to The Comfrey Project's Director and the Finance Officer, making sure that efficient and effective administrative processes are in place and followed through, in order to meet the charity's compliance and operational requirements.

Strong written communication skills for different audiences and purposes are essential for this role, as key tasks include writing reports and other business documents on one hand, and managing the charity's website and social media platforms, on the other.

You will often have to act as the first point of contact for The Comfrey Project, both in person and via the phone or email, so it is imperative that you have great interpersonal and communication skills, and a friendly and patient personality.

You will work within a small diverse team where collaboration is essential, but at the same time it is important that you are able to work efficiently under your own initiative.

The post is currently advertised as a 2-year fixed contract, with the possibility of becoming permanent for the right candidate.

Key Responsibilities

- Act as the first point of contact for the organisation in person, on the phone and via email - answering queries, taking messages and helping to direct enquiries;
- Maintain The Comfrey Project's online presence, updating our website and social media and producing newsletters;
- Help produce publication materials;
- Ensure databases are updated regularly and accurately, in line with organisational and data protection requirements;
- Help develop and maintain efficient paper and digital filing systems;
- Support the implementation of health and safety procedures, and organise maintenance and repairs of facilities and equipment as required;
- Assist with the production of reports and business documents;
- Maintain and reconcile petty cash records;
- Help prepare meetings and take minutes;
- Support with the organisation of events;
- Process venue hire of the Windmill Hills centre;
- Ensure supplies are monitored and replenished promptly;
- Promote the use of environmentally sustainable practices throughout

This list is not exhaustive and is provided to assist candidates understand the duties within the role. Duties may be amended from time to time, without change to the level of responsibility, appropriate to the grade of the post, and in prior discussion with the post holder.