



### **Administrative Assistant - Job Pack**

Thank you for your interest in working with The Comfrey Project in the role of Administrative Assistant.

The closing date for applications is **Monday 12th January 2026 at 12pm noon.**

In this Job Pack you will find:

- Post Overview
- About The Comfrey Project
- Purpose of the Role
- Main Responsibilities
- Person Specification
- Valued Behaviours
- Information and Guidance on How to Apply
- Selection Process
- Getting in Touch

## Overview

<b>Job Title:</b>	Administrative Assistant		
<b>Pay:</b>	FTE £26,227.50 pro rata (actual: £11,190.40)	<b>Location:</b>	Windmill Hills Centre, Gateshead NE8 1QB
<b>Hours:</b>	16 hours/week	<b>Annual Leave:</b>	32 days/240 hours per year, pro rata. This includes the usual bank holidays (8 days)
<b>Contract type:</b>	Fixed term for 2 years	<b>Reporting to:</b>	Director
<b>Start Date:</b>	As soon as possible		
<b>Equality &amp; Diversity:</b> The Comfrey Project strives to be an equal opportunities employer and welcomes applications from all sectors of society.			
<b>Flexible Working:</b> The role is primarily office-based with occasional work-from-home, over fixed hours to suit the needs of the organisation and agreed with the successful candidate. Occasional out-of-hours and lone working may be required from time to time.			
<b>Appointment to this role is subject to full references and clear Disclosure and Barring Service (DBS) checks.</b> <b>The successful candidate will be subject to a 6-month probationary period.</b>			

## About The Comfrey Project

**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 take part in regular learning and volunteering group activities. Sessions take place in our community centre and garden in Bensham, Gateshead, as well as in the local community. Main activities include gardening, beekeeping, construction, cooking, conversation classes, arts & 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.

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## Purpose of the Role

**In this role** you will be supporting the efficient and smooth running of the office and general day-to-day operations. You will ensure that efficient and effective administrative processes are in place and followed through in order to meet the charity's compliance and operational requirements.

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, patient personality.

Strong written communication skills for different audiences and purposes are essential for this role.

You will work within a small diverse team where collaboration is essential; it is also 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 depending on funding.

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## **Main Responsibilities**

- Be 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;
- Help develop and maintain efficient paper and digital filing systems;
- Ensure databases are updated regularly and accurately, in line with organisational and data protection requirements;
- Maintain up-to-date records of staff, volunteer and participant information;
- Ensure office supplies are monitored and replenished promptly;
- Organise maintenance and repairs of facilities and equipment as required;
- Assist with the production of reports and business documents;
- Provide administrative support to recruitment and induction of staff and volunteers;
- Support the implementation of health and safety procedures;
- Support with the organisation of events and venue hires;
- Support The Comfrey Project's online presence, helping to update our website and social media, and producing newsletters;
- 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.*

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## Person Specification

We are interested in hearing from experienced and confident administrators, keen to be part of a small, dynamic team and to work collaboratively to advance the vision and the aims of The Comfrey Project.

A positive, 'can-do' attitude and ability to adapt quickly are essential to respond to the lively, busy environment. Being able to multitask while at the same time remaining highly organised are crucial skills in order to successfully manage your priorities.

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		
Degree educated or equivalent	✓	
Safeguarding training		✓
Health & Safety in the workplace		✓
First Aid in the workplace		✓
<b>Experience</b>		
A minimum of 2 years of experience in an administrative role	✓	
Experience writing reports for a variety of purposes and audiences.	✓	
Working experience implementing organisational Health and Safety practices.		✓
Experience working within a charity or non-profit organisation		✓
Experience working with people from different cultures/who have English as a second language		✓
Knowledge of issues faced by refugees and those seeking asylum		✓
Experience working with volunteers		✓
<b>Skills</b>		
Excellent written and verbal communication skills for a range of stakeholders	✓	
Excellent customer service and interpersonal skills	✓	
Excellent organisational and multi-tasking skills with an ability to prioritise effectively	✓	
Excellent working knowledge of Microsoft Office, particularly Excel and Word	✓	
Marketing and Social Media management skills		✓
Event management skills		✓
<b>Attributes</b>		
Friendly, empathetic, patient with a positive attitude	✓	
A flexible approach to work	✓	
A team player	✓	
Committed to equal opportunities	✓	
Able to remain calm and focused under pressure	✓	
Being thorough with great attention to detail	✓	
Having pride in one's own work	✓	
Able to work proactively and autonomously, with a problem-solving attitude	✓	

## The Comfrey Project's Valued Behaviours

### **Organised, focused and clear**

This means...

- We understand our roles, our organisation and how they fit together
- Being really, really organised!
- Taking pride in our work

### **Flexible and adaptable**

This means...

- We're willing to muck in! Good at juggling! (Multi-tasking)
- We want to grow and develop our roles (working this out together)

### **Motivated, positive and optimistic**

This means...

- We're future focused - our glass is always 'half full'!
- We're eager, enthusiastic, ambitious, curious – keen to explore and learn

### **Collaborative and empowering**

This means...

- We strive to help others work out what to do, rather than telling
- We prefer nudging from behind rather than pulling from the front

### **Empathetic, reflective and self-aware**

This means...

- We empathise with people and care deeply for the cause
- We know our own strengths and weaknesses and understand how these impact on others
- We're able to reflect on activities and learn from them

## Information and Guidance on How to Apply

- Applications close on **Monday 12th January 2026 at 12pm noon.**
- Interviews are expected to be held on the week beginning **Monday 19th January 2026.**

If you wish to apply for this position please complete an application form. This can be found on our website here:

[thecomfreyproject.org.uk/get-involved/vacancies/](https://thecomfreyproject.org.uk/get-involved/vacancies/)

When completing your application please outline why you are interested in this position and ensure you provide evidence of your suitability by making reference to the Purpose and Responsibilities of the role, to the Person Specification and the Valued Behaviours in this Job Pack, paying particular focus to the essential criteria.

If you need help completing the application form, please do not hesitate to contact us.

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## Selection Process

Short-listed candidates will be invited to a formal interview. Interviews are expected to take place on the week beginning **Monday 19th January 2026**

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## Getting in Touch

If you have any questions or wish to discuss this role, please let us know by email on [info@thecomfreyproject.org.uk](mailto:info@thecomfreyproject.org.uk) and we are more than happy to organise a telephone chat or a meeting with you (in person or on Zoom).