



RECRUITMENT PACK

FINANCE AND ADMIN
OFFICER



Ouseburn Farm is a working city farm and visitor attraction in the heart of Newcastle upon Tyne. Established 50 years ago, the farm provides a welcoming green space for the public while delivering meaningful learning, volunteering, and therapeutic opportunities for people of all ages.

We support over 60 adults each year with learning disabilities, difficulties, and autism through structured workshops and activities. Alongside this, the farm welcomes thousands of visitors annually, runs events and education sessions, and operates a small farm shop.

As a charity, we are values-led, community-focused, and proud of our role in supporting wellbeing, sustainability, and inclusion.

JOB PURPOSE

The Finance and Administration Assistant plays a key role in supporting the smooth and effective running of Ouseburn Farm. The post holder will provide reliable finance and administrative support, act as a friendly point of contact for enquiries and bookings, and help ensure that the farm's systems, records, and governance processes are well organised. Through this work, the role helps enable the farm to deliver high-quality services, events, and support for the community.

The post holder will as part of a team, ensure the successful operations of Ouseburn Farm, assisting where needed. The farm is open to the general public, providing a visitor attraction and family events. The post will also take an active role in all farm related activities as and when required.

The post holder will work in accordance with the policies, practices and procedures as laid down by the Board and Management.



KEY RESPONSIBILITIES

Finance and Financial Administration

- Raising invoices and processing incoming payments
- Supporting basic financial administration and record keeping
- Assisting with financial tracking and documentation as required
- Liaising with staff and external contacts regarding invoices and payments

Customer Service and Enquiries

- Acting as a first point of contact for customer and public enquiries
- Responding to queries by email, phone, and in person in a friendly and professional manner
- Providing information about events, bookings, and farm activities

Event and Booking Administration

- Managing event and room bookings, including maintaining booking systems and calendars
- Liaising with customers, staff, and facilitators to ensure bookings run smoothly
- Supporting administration before and after events

Governance and Administration Support

- Supporting governance processes, including taking minutes at meetings
- Organising and maintaining digital and physical files
- Ensuring records are stored clearly and securely
- Assisting with general administrative tasks across the organisation

General Support

- Supporting the wider team with ad-hoc administrative tasks
- Helping to improve systems and processes where appropriate

TERMS AND CONDITIONS

Annual remuneration £24,570 - £25,369, pro rata

Hours of work 24 hours, across 4 days per week

Annual Leave 28 days annual leave pro rata

Notice Period 4 weeks

The postholder will be subject to an enhanced DBS check

All staff are employed subject to the successful completion of a 6-month probationary period



PERSON SPECIFICATION

Skills Essential to the Role:

- Experience in a finance, administration, or office-based role
- Good verbal and written communication skills
- Experience of working with Google Drive, and of dealing with finance systems (Sage or similar)
- Experience of invoicing or financial administration
- Friendly, approachable manner with the ability to interact positively with visitors and participants using the farm
- Strong organisational skills and attention to detail
- An understanding of confidentiality and the ability to deal with information of a highly personal and sensitive nature
- Ability to work independently and as part of a small team
- Willingness to work in a flexible manner

Desirable skills/experience:

- Experience of taking minutes or supporting meetings
- Experience working in a charity, community, or small organisation
- An interest in community, social impact, or environmental work

RECRUITMENT TIMELINE

- Informal conversations about the role with the Farm Manager: 12th - 16th January
- Application deadline: 25 January
- Shortlisting: Late January
- Interviews: 5th and 6th February
- Proposed start date: As soon as possible following appointment

HOW TO APPLY

If you are interested in applying, you are welcome to arrange an informal chat about the role with the Farm Manager between 12 and 16 January. To organise this, please contact **admin@ouseburnfarm.org.uk**.

Applications must consist of a CV and covering letter, and should be sent to the Farm Manager, **katie.bates@ouseburnfarm.org.uk** by the application deadline.

We look forward to receiving your application!

