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Employer: Ouseburn Farm

Vacancy: Marketing and Communications Support Assistant

Hours: 15 hours per week

Salary: £12.21 per hour – Meets Min National Wage

Working pattern: Fridays, Saturdays, Sundays

Reports to: Farm Manager

Number of vacancies: 1

Job Summary

Ouseburn Farm is looking for a motivated and enthusiastic individual to join our team as a Marketing and Communications Support Assistant. This is an entry-level role ideal for someone looking to gain experience in marketing, communications, and visitor engagement within a community-focused environment. The role will involve supporting our communications and marketing efforts, gathering content for our platforms, assisting with events, and responding to visitor enquiries while working within our busy visitor centre.

Role Description:

The Marketing and Communications Support Assistant will:

1. Play a key role in supporting our small but busy team. The role is a mix of administrative tasks, content gathering, and hands-on visitor engagement during weekends. You'll help ensure our communications run smoothly and that visitors have a fantastic experience at the farm.
2. Work in accordance with the policies, practices and procedures as laid down by the Board of Ouseburn Farm Charity Limited and its parent organisation, Tyne Housing.

Key Responsibilities:

- Support the Marketing and Communications Team by gathering content (photos, videos, and stories) from the farm to use on social media and other channels.
- Assist in monitoring and responding to visitor and supporter queries via email, social media, and in-person at the visitor centre.
- Provide general administrative support, including updating marketing materials, organising filing, mailing lists, and event promotion.
- Help set up and run farm events, ensuring smooth operations and a positive visitor experience.
- Engage with visitors to promote the farm's activities, workshops, and fundraising efforts.
- Work as part of the visitor centre team, assisting with front-of-house duties and ensuring a welcoming environment for all visitors.
- Support the development of marketing initiatives and community engagement activities.
- Assist in ensuring the safeguarding of all farm users by adhering to farm policies and procedures.



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Essential skills, experience and qualifications

Essential

- A passion for community engagement, nature, and sustainability.
- Strong written and verbal communication skills.
- A friendly, approachable manner with good customer service skills.
- Basic understanding of social media platforms (Facebook, Instagram, Twitter, TikTok, etc.).
- Willingness to work weekends and occasional evenings for events.
- Ability to work independently and as part of a team.
- Good organisational skills with attention to detail.

Desirable:

- Previous experience in marketing, communications, or events (voluntary or paid).
- Basic photography and/or video editing skills.
- Experience in a visitor-facing role or customer service environment.
- Knowledge of Ouseburn Farm and its mission.

Ouseburn Farm is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.