



RECRUITMENT PACK

Team Administrator

Supporting the Chief Executive and staff team

25 hours a week · Fixed term for 12 months · £18,750–£20,625 actual

Waltham Forest Resource Hub, 1 Russell Road, Leyton, London E10 7ES

Closing date: Friday 25 September 2026, 5pm

Welcome

Thank you for your interest in working at Waltham Forest CVS.

We are a small team doing a lot. On any given week we might be helping a new group get its governance right, running a network meeting, making the case for the sector with the council or the NHS, or getting a grant out of the door. That range is what makes the work interesting, and it is why the person in this post matters so much: when the administration is done well, everything else runs better.

This is a hands-on role. You will keep the office ticking, protect my time, service our meetings and make sure things that are promised actually happen. If you are organised, discreet and like getting things finished, you will do well here.

If you want to talk the role through before you apply, get in touch. We would rather have that conversation than have you wonder.

Rita Chadha

Chief Executive, Waltham Forest CVS

About WFCVS

Waltham Forest Council for Voluntary Service is the borough's independent infrastructure body for the voluntary, community, faith and social enterprise sector. We support local organisations to be well run, well funded and well connected, and we represent the sector's voice to the council, the NHS and other partners. We are a small, busy team that does a wide range of work, so the people who join us need to be flexible, organised and comfortable turning their hand to whatever the week requires.

Purpose of the role

This role provides reliable, well-organised administrative support to the Chief Executive and, through them, to the wider staff team. The aim is straightforward: to keep the office running smoothly, protect the Chief Executive's time, and make sure meetings, correspondence, events and records are handled accurately and on time. It is a hands-on role in a small organisation, so the right person will be happy working independently across the full 25 hours, using their judgement and getting things done without close supervision.

Key responsibilities

Diary, inbox and correspondence

- Manage the Chief Executive's diary: arrange and confirm meetings, resolve clashes and protect time for priority work.
- Triage the Chief Executive's inbox and shared inboxes, drafting routine replies, flagging what needs attention and following up on actions.
- Draft, format and proofread letters, emails, reports and presentations to a high standard.
- Maintain and apply document templates in line with the WFCVS brand and communications guidelines.

Meetings and governance support

- Arrange board, sub-committee, forum and team meetings, including scheduling, venues or video links, papers and refreshments.
- Take accurate minutes and action notes, circulate them promptly and track actions through to completion.

- Maintain the governance calendar and a forward planner of key dates and deadlines.

Events, training and projects

- Provide administrative support to events, forums and training sessions, including invitations, bookings, registration, attendance records and materials.
- Support project coordination by tracking deadlines, collating returns and helping to pull together simple progress reports.

Office, membership and finance administration

- Act as a first point of contact for enquiries by phone and email, responding helpfully or directing them to the right person.
- Support membership administration and keep contact records and the CRM accurate and up to date.
- Order supplies, manage subscriptions and liaise with suppliers and service providers.
- Support routine finance administration, such as collating receipts and invoices, processing expenses and raising purchase orders, working with the finance lead.

Information, systems and compliance

- Keep records, filing and version control well organised on shared systems.
- Handle information in line with GDPR and WFCVS's data protection and confidentiality policies.
- Help keep IT, equipment and systems running day to day, alongside external providers.

General

- Provide flexible administrative support across the team as priorities change.
- Undertake any other reasonable duties in keeping with the nature and level of the role.

Person specification

Essential

- Proven administrative experience supporting a busy individual or team.
- Excellent organisation and time management, with the ability to juggle competing priorities and meet deadlines.
- Accurate minute-taking and strong written English.
- Confident with Microsoft 365 (Outlook, Word, Excel, Teams) and quick to learn new systems.
- A high standard of accuracy and attention to detail.
- Discretion and sound judgement when handling confidential and sensitive information.
- Strong interpersonal skills and a professional, approachable manner with a range of people.
- Able to work independently, use initiative and manage a varied workload within 25 hours a week.
- A genuine commitment to the voluntary and community sector and to WFCVS's values.

Desirable

- Experience in the charity, public or community sector.
- Experience supporting governance, such as servicing boards or committees and preparing papers.
- Familiarity with CRM or database systems and email tools such as Mailchimp.
- Knowledge of Waltham Forest and its communities.

Terms and conditions

Job title	Team Administrator
Reports to	Chief Executive
Hours	25 hours per week (part time), worked across the week by agreement
Contract	Fixed term for 12 months
Salary	£30,000–£33,000 per annum FTE; £18,750–£20,625 actual for 25 hours a week (based on a 40 hour full-time week). This is £14.38–£15.82 an hour, equivalent to NJC scale points 8–14 on the 2026/27 national spine.
Location	Waltham Forest Resource Hub, 1 Russell Road, Leyton, London E10 7ES. This is an office-based role.
Pension	Auto-enrolment workplace pension
Annual leave	25 days per annum plus bank holidays, pro rata — 16 days of annual leave and 5 days of bank holiday for a 25-hour week, based on an 8-hour day
Probation	Three-month probationary period

How to apply

Please apply through CharityJob with your CV and a supporting statement of no more than 500 words setting out how you meet the person specification.

You will also be asked three competency questions. These appear in the screening questions section of the CharityJob application form, so you do not need to cover them in your statement. They are set out below so you can think about them before you start. Please keep each answer to no more than 250 words.

Competency questions

1. Tell us how you organise your work when several people need things from you at once. Give an example of how you decided what came first and how you kept track of the rest.
2. Describe a time you supported a meeting from start to finish — arranging it, taking the minutes and following up the actions. What did you do to make sure nothing was missed?
3. This role handles confidential and sensitive information, often without close supervision. Give an example of when you used discretion and your own judgement to deal with something.

We shortlist on your supporting statement and your answers to these three questions, so it is worth taking your time over them.

Closing date	Friday 25 September 2026, 5pm
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Interviews	Wednesday 7 October 2026, in person at 1 Russell Road
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If you want to talk the role through before you apply, email info@wfcvs.org.uk. If you need this pack in another format, or an adjustment to take part in recruitment, tell us and we will sort it.

WFCVS is committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds and are happy to discuss flexible working and any adjustments you may need to take part in recruitment or to do the job.
