



Part time Administrator for Norwood Forum

Norwood Forum is looking for a new administrator, could that person be you?

Have you got strong administration skills?

Are you committed to helping make your local area an even better place to live in?

If the answer is yes, then please read on, this could be the job for you.

Norwood Forum is a community-based organisation run by local volunteers elected by the community. It is dedicated to fostering a sustainable, diverse, vibrant, and healthy community by making a positive difference to the quality of life for the people who live, study, and work across the Norwood area.

We are a campaigning, independent, non-political organisation. Our fundamental purpose is to build community – enabling people in our locality to feel more connected to place, with more understanding of one another, feel able to be more involved in community activities and have a greater sense of agency. We consult with, represent, inform and enable our community to help shape local policy and service provision.

Our areas of interest are wide ranging, with our core work being on sharing accurate information – and this will be our new administrators main role, but we also run a series of projects which currently include: sustainability and the environment, local transport, planning and development, and health and wellbeing. We also run our own events as well as support those run by others. Norwood Forum operates a website and several social media platforms and sends out a monthly newsletter to a large readership. We support community campaigns and keep ourselves well informed about what's happening in (and to) our neighbourhood. We serve on various health, council and other bodies, and work in close partnership with numerous other local organisations as well as our local ward Councillors and our MP. The volunteer committee meets every other month in-person.

Norwood Forum is an active member of the [Lambeth Forum Network](#) and we cover an area ranging from Brockwell Park to Crystal Palace and from Streatham to West Dulwich – roughly 44,000 households.

Details of the role:

This contract will be for:

- 12months with a review after two months and a break clause after six months
- Five hours per week for approximately 48 weeks across the 12month period – one hour per day Monday-Friday, though with flexibility to suit family and other life issues
- Plus up to 50 additional hours spread over the 12-month period to cover meetings, newsletters and events, which will be kept under review.

Job Description

Duties:

Your line manager will be the Norwood Forum Secretary.

Monday-Friday

Your weekday 'hour a day' work, in order of priority, will focus primarily on our core work:

- Emails – analysing and forwarding to appropriate committee members, and responding as necessary – we receive between 5 and 10 emails a day
- Add news and events information to the website. Much of this comes to us via emails but also using your own knowledge of what's happening locally, as well as seeking these out from new sources. We have an excellent existing network of contacts but that needs constant refreshing - and there is an opportunity here for you to commission news items, form new partnerships, carry out original research and generally expand the breadth of information we bring to the community. This will also involve working with committee members to produce news items on Forum projects or local campaigns.
- Post a daily news or events story from our website across our social media platforms. Continuously working to raise our profile in the community is vital. It is this that enables us to do any of our work, so there is an opportunity here for you to bring your own creativity to this part of your role, including creating original content such as reels and videos.

You will also:

- Maintain the electronic filing system and administrative records, including committee agendas and minutes.
- Review our policies and governance documents as timescale requires.

Additional work which will include time from the additional 50hours:

1. Committee meetings.

These happen every other month in the evening and are in-person meetings typically 6pm-8pm in a local venue. You will book the venue, send calendar bookings and timely reminders on reports required and deadlines to the committee members, email the agenda and reports, and write the first draft minutes within two days of a meeting.

2. Newsletter

We send out a digital newsletter once a month on the last Friday of the month. It takes its stories from the website, which is why keeping the news and events sections fresh and updated is so important. Working with the Secretary we will agree the theme and broad content in advance and if any additional articles need to be written or commissioned externally. You will then produce a draft newsletter for signing off by the Secretary before sending out. There is enormous opportunity for creative input in this – we are always looking for ways to make the newsletter even more of a 'must read' by our community, as well as using it to increase our profile.

3. Public events

We occasionally have a stall at West Norwood Feast or organise other community events such as public meetings before elections. You would play a role in organising these in advance and (subject to your availability) on the day. Our AGM in June is always a big event requiring long-term planning.

Essential attributes:

- Live locally (Tulse Hill, West Norwood, Gipsy Hill) with a well-established 'ear to the ground/local knowledge'
- Very strong admin, IT and social media skills
- Understanding of good governance
- Excellent communication skills – both verbal and written
- Access to own computer/laptop with a full suite of Microsoft Office 365 or similar and a place to work

- Self-starter – able to work with minimal supervision
- Flexibility - must be able to attend occasional evening and weekend meetings and events
- A demonstrable understanding of what diversity means
- Community focused - and commitment to involving all sections of the community.

Desirable attributes:

- Familiarity with operating online platforms such as Zoom, MailChimp (which we use for our newsletter), Survey Monkey, Eventbrite etc
- Ability to help produce the digital media needed to promote the Forum's activities and campaigns
- Experience of website management: Drupal or similar (training will be provided on our own website; support also available from our service provider)
- An understanding of the various public sector organisations that a community forum would typically interact with
- An understanding of GDPR.

Terms & conditions:

This is a self-employed position. Norwood Forum will not be responsible for tax, sickness or holiday pay.

Hours: five hours per week plus up to an additional 50hrs across the 12 months – see details above

Rate of pay: £15 per hour

To apply, please send the following information:

- Contact details for two referees who can provide references for similar work, one of which should be no older than two years.
- A CV
- A supporting statement responding to the Job Description above, no longer than 400 words
- to: info@norwoodforum.org by the deadline of **5pm Monday 13 April 2026**

Questions?

Do you almost meet the criteria above, then please get in touch and talk to us. And also get in touch if you have any questions about the role: info@norwoodforum.org

There will be an internal shortlisting process, followed by face-to-face interview with the candidate shortlist.

Website: www.norwoodforum.org

Facebook: www.facebook.com/TheNorwoodForum

Bluesky: www.bsky.app/profile/norwoodforum.bsky.social

Instagram: www.instagram.com/the_norwood_forum/