



## **Job Profile**

### **JOB TITLE: Programme Manager – Advice and Operations (Spanish and/or Portuguese Speaker)**

**Accountable to:** Director

**Responsible for:** Delivery team (immigration advisor/s, welfare advisor, receptionist and admin)

**Salary:** from £28,281 to £29,459 per annum

**Contract/hours:** Permanent, Full time (37.5 hours)

**Pension:** NEST Pension Scheme

### **ABOUT IRMO**

IRMO is a community-led organisation that provides Latin Americans (and Spanish and Portuguese speakers more widely) with tools and information in an empowering process to build secure, independent and integrated lives in the UK using a rights-based approach. We do this through a flexible and comprehensive approach addressing a wide range of needs at a number of levels. Our work with the community spans three main areas • Education, training and employment • Advice • Wellbeing/Children, Young people and families. Building on over three decades' experience, we aim to build a stronger and more resilient community.

### **JOB SUMMARY**

This is an exciting new role at IRMO that will be leading our advice and information programme to support Latin American migrants in the UK. This is a varied position which will include maintaining close contact with beneficiaries with a high level of responsibility for setting the direction of the overall organisation. The post holder will manage a portfolio of projects focused on advice and information, and will be responsible for day-to-day operations and facilities management. The Programme Manager would ideally be an experienced advisor with strong managerial skills.

### **MAIN PURPOSE OF THE ROLE**

The post holder will lead on delivering the strategy for IRMO's Advice and information services, which includes contributing to IRMO's strategic vision for growth and development in this area and looking for ways the organisation can expand its reach and impact within the community. The post holder will also be responsible for day-to-day operations and facilities management and general administration.

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**Indoamerican Refugee and Migrant Organisation**  
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The post holder will manage IRMO's resources and funded projects of the area, and be responsible for managing a small and dynamic delivery team of staff and volunteers. The Programme Manager will also be expected to provide some delivery directly. The post holder will have the ability to manage several projects running simultaneously, working to various performance indicators. The post holder will have experience of reporting on performance directly to funders, and the underlying skills of attention to detail and ease of working to clearly set targets. The post holder will be responsible for managing projects' budgets and will be expected to contribute to reports to the Management Committee. The Programme Manager will also liaise with relevant project partners and represent IRMO at relevant external events.

Working closely with the senior team, (Director and other Programme Managers) the post holder will also play an important role on supporting and implementing IRMO's overall strategic development. The post holder will lead on a number of enabling activities affecting the organisation as a whole, and will contribute to developing the business plan; developing or improving policies and procedures and ensuring quality standards are adhered to.

### **KEY DUTIES AND RESPONSIBILITIES**

- Lead on delivering the strategy and fundraising for IRMO's Advice and Information programme, ensuring we provide high-impact services and projects responding to the community changing needs.
- Manage the Advice, Information, and Operations team to ensure the delivery of effective, consistent, high-quality services to our community.
- Line manage project delivery staff, including appraisals and maintain staff records. Motivate staff and promote well-being within the team.
- Ensure project start up (planning, timelines, monitoring frameworks, monitoring tools, risk assessments) and close (evaluation, outstanding actions, lessons learned) activities are undertaken.
- Ensure that the obligations of our funders and contractors are met including meeting key performance indicators, delivering services on time and on budget.
- Ensure mechanisms for listening to and responding to the views of beneficiaries on the quality and impact of services are in place.

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- Review, update and maintain adequate mechanisms for monitoring and data collection to monitor progress against planned outputs and outcomes.
- Produce regular monitoring and evaluation reports and updates for funders, Director, Boards and colleagues and ensure effective communication to stakeholders on the outcomes of the programme and projects.
- Manage existing strategic partnerships and develop new partnerships with advice providers, charities, employers and other stakeholders in order to ensure the best outcomes for participants.
- Manage IRMO's facilities and day to day finance and operations, including overseeing maintenance, orders of office supplies, bookkeeping, payroll, pension, and payments.
- Ensure that IRMO's welcome and information desk operates efficiently and provides relevant, up-to-date information.
- Represent IRMO in relevant networks and forums.
- Ensure the promotion of all activities through IRMO's web page, social media, newsletters and other methods.
- Ensure fulfilling of regulatory compliance with AQS and OISC.
- Stay up-to-date with relevant policy developments in the area that may impact on IRMO's services and seek out opportunities for developing and enhancing the projects.

## **PERSON SPECIFICATION**

### **Skills, Abilities and Knowledge**

- Excellent written and spoken communication skills in English and Spanish or Portuguese.
- Qualification in Information, Advice & Guidance (desirable).
- Certified OISC adviser (desirable).
- Excellent interpersonal skills, ability to build rapport, build self-confidence and draw out people's strengths.
- Able to design, implement and oversee a range of advice and information services.
- Able to design and implement effective systems of monitoring and evaluating programmes and projects of work.

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- Ability to gather and analyse information, present it clearly in written form and identify learning points.
- Excellent organisational skills, attention to detail and ability to manage own time.
- Able to think strategically and apply innovation and creativity to solving problems.
- Competent in using Microsoft packages; word, excel PowerPoint, Outlook,
- Able to manage budgets and financial models/plans.

### **Experience**

- Three years' professional experience managing projects/programmes – ideally with a background in advice.
- Experience of having delivered advice (immigration, tax, welfare, debt or housing) in a charitable setting.
- Experience of line managing a number of people in a variety of roles where you are motivating, supporting and directing staff to work to their best potential.
- Experience of liaising with partner organisations and other stakeholders.
- Demonstrable experience of delivering to targets or clearly set outcomes meeting deadlines.

### **Personal Attributes & Other Requirements**

- Professional and positive attitude.
- Flexibility and resilience.
- Self-motivated and resourceful.
- Pragmatic and assertive.
- Understanding of the challenges of running a small charity.
- Professionalism and integrity when representing IRMO at meetings and forums.
- Excellent understanding of issues facing migrants in the UK (particularly the Latin American migrant community).
- A commitment to IRMO's mission and vision for the Latin American community in London and the UK.

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- A commitment to equal opportunities.
- Willing and available to work outside usual office hours, including evenings and weekends on occasion.

## **HOW TO APPLY**

To apply please send your application form (available from IRMO's website) by email to: **recruitment@irmo.org.uk** with the title of the position for which you are applying in the subject line. Please do not send CVs as we do not shortlist from CVs.

The deadline for applications is midnight on Sunday **3<sup>rd</sup> February 2019**.

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