

Job Description

OPERATIONS MANAGER	
Salary	£36,795 to £39,624 per year (annual increments from a starting salary of £36,795 per year) + 5% pension
Hours	Full-time, 37.5 hours per week
Location	IRMO Centre (London, SW9 7JP) – currently hybrid working
Employment term	Permanent
Reporting to	Director
Benefits	<ul style="list-style-type: none"> • 33 days annual leave (including bank holidays), rising by one day each year after one year of service, capped at four additional days (pro rata) • Three extra days of paid leave between Christmas and New Year (pro rata) • 5% employer contribution to staff pension scheme • Occupational sick pay • 24/7 Employee Assistance Programme • Cycle to Work Scheme • Wide range of opportunities for skills development
Pre-employment checks	Right to work in the UK, Enhanced DBS check and two satisfactory references
Deadline to apply	We encourage applicants to apply as soon as possible, as applications will be reviewed on a rolling basis

We aim to recruit the most suitable candidate for each role and welcome applications from individuals of all backgrounds. We particularly encourage applications from individuals who identify as members of underrepresented or minoritised groups, as well as from Latin Americans and those with lived experience of the immigration and asylum system, to better reflect the community we serve.



About IRMO

For over 40 years, IRMO has been led by and for the Latin American community, building deep ties and trust across the UK as we fight for a future where everyone can access their rights, live free from poverty and discrimination, and pursue their aspirations without barriers.

Everything we do, from front-line services to advocacy, aims to enable the development, agency and participation of all Latin Americans and Spanish and Portuguese-speaking migrants, including asylum seekers and refugees, as they settle and build their lives in the UK.

To address the daily discrimination and intersectional challenges that our communities face, we provide wrap-around support tailored to the unique needs of individuals and families, including high-quality advice and casework and development opportunities for all ages.

All of our services are culturally sensitive, delivered in Spanish and Portuguese, and are directly informed by the lived experiences of those we serve. We also advocate for long-term social and systemic change through advocacy, independent research and effective partnerships. Learn more at www.irmo.org.uk.

About the role

We are seeking a dynamic Operations Manager to lead the next phase of our development, building on the strong foundation we've established.

In this key leadership role, you'll ensure smooth, efficient operations across all functions, including finance, HR, facilities and communications, managing a small, dedicated team. Your work will directly support our teams in delivering vital services, reaching key targets and achieving our mission, offering you the chance to make a lasting impact in a growing, purpose-driven organisation.

This fast-paced role requires a proactive, resourceful individual who can manage daily operations while considering the bigger picture to implement new ways of working. As part of the Senior Management Team, you'll also help shape and deliver our organisational strategy.

Additionally, you will have the unique opportunity to co-lead our participation in the London Communities Human Rights Programme, a four-year project aimed at embedding a human rights-based approach in all areas of our work, in collaboration with the British Institute of Human Rights.

Key Responsibilities

Finances

Ensure robust financial management and controls, supported by the Director and an external financial consultant, with a focus on achieving value for money; effective risk management; timely and accurate reporting; increased financial literacy within the organisation and efficient use of resources.

Specific tasks include:

- Oversee day-to-day financial management, including bookkeeping, expense claims and purchases
- Manage organisational and programme budgets in collaboration with the Director and Senior Management Team
- Contribute to effective grant and contract management by producing accurate and timely financial reports
- Support the preparation of annual budgets, quarterly management accounts and annual financial statements
- Liaise with independent examiners as needed

HR

Lead the development and implementation of HR initiatives, systems and procedures that are efficient, aligned with best practices and reflect our values and strategic goals. Ensure staff are well-supported, with a robust performance management system in place across the organisation. Collaborate with the Senior Management Team to foster a learning culture, enabling staff to work at their best and achieve success as a team.

Specific tasks include:

- Develop and regularly review organisation-wide policies and procedures to ensure alignment with best practices
- Lead the development and implementation of Equality, Diversity and Inclusion initiatives
- Liaise with external HR, health & safety and payroll support services
- Oversee recruitment and onboarding processes

- Support line managers with staff induction, supervision and performance management
- Advise on staff training and development to meet organisational needs
- Assist in planning and executing staff surveys, analysing results and implementing follow-up actions
- Lead the organisation of culture-building activities to enhance staff engagement and wellbeing (e.g. clinical supervision, team away days, socials)

Facilities and Compliance Management

Ensure efficient management of facilities and full compliance with legal and regulatory requirements across health and safety, data protection, cybersecurity and other operational standards. Collaborate with the Senior Management Team to uphold quality standards, including the Advice Quality Standard, Office of the Immigration Services Commissioner, London Youth Quality Mark and Investing in Volunteers.

Specific tasks include:

- Develop and maintain organisational systems that reflect our ethos, support strategic goals and promote inclusivity, sustainability and efficiency
- Manage contracts with service providers (e.g. phone, internet, printing, IT, energy, water, insurance) and building leases, ensuring value for money
- Oversee building maintenance and manage the fixed asset register
- Oversee the configuration and maintenance of the CRM system
- Act as IRMO's Health and Safety Representative and Data Protection Lead, ensuring compliance with statutory duties and promoting best practices
- Oversee statutory compliance, including annual returns to the Charity Commission and Companies House

Other

- Oversee the management of IRMO's social media platforms and website
- Oversee the organisation of key events, including our Annual General Meeting, staff meetings, training sessions, strategy day and other organisational events
- Lead, inspire and manage the Operations team in line with IRMO's policies and procedures, supporting team members to achieve their full potential

Please note that this job description is not exhaustive and may change depending on the needs and development of the organisation.

Person specification

Essential

- At least three years of experience in a similar role
- Strong understanding of finance and budget management for an organisation of IRMO's size (£850,000 turnover)
- Experience with QuickBooks or similar accounting software
- Understanding of UK employment law, HR best practices, health and safety, data protection and safeguarding
- Excellent written and spoken communication skills in English
- Tech-savvy, including knowledge of Google Workspace and Microsoft applications
- Strategic understanding of how financial and operational management supports service delivery, with a commitment to continuous improvement
- Skilled in streamlining systems, processes and procedures for enhanced efficiency
- Proven ability to take ownership of projects from conception to completion with minimal oversight
- Highly organised, able to manage workloads and balance tasks effectively in a fast-paced environment
- Adaptable and proactive, capable of solving problems independently with limited resources
- Excellent interpersonal skills, with a collaborative approach and the ability to handle sensitive information discreetly
- Understanding of charity governance and the challenges facing the charity sector
- Strong understanding of issues facing migrants in the UK, particularly the Latin American community
- A commitment to IRMO's vision, mission, and values

Desirable

- AAT Level 3 Advanced Diploma in Accounting (or equivalent) or equivalent work experience
- Ability to communicate in Spanish and/or Portuguese



How to apply

Please return your completed [application form](#) by email to recruitment@irmo.org.uk. Please include the title of the position for which you are applying in the subject line of your email.

We encourage applicants to apply as soon as possible as applications will be reviewed on a rolling basis.

If you have any questions about the role, you can email us at recruitment@irmo.org.uk, and we'll direct you to the right person in the team.