

**Job Pack:** Programme Assistant - Education,  
Training and Employment



## 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](http://www.irmo.org.uk)

## What we do

**Advice**

Our experienced advisers provide confidential advice and casework on immigration, welfare benefits and housing to prevent crises and support our community to access rights and entitlements. We also provide support to access healthcare services.

**Education, Training & Employment**

Our programme includes English classes, vocational courses and workshops on key employability skills to support progress in the labour market and broader participation in the community.

**Children & Young People**

Our youth programme includes English classes, mentoring, workshops and trips to support kids of all ages. We also offer advice and advocacy on access to education and key family services.

**Advocacy, Research & Campaigns**

We address structural inequalities through campaigning, community organising, inter-sectoral collaboration and advocacy work at local and national levels. We also promote more effective responses through research on key issues.



Unit 9, Warwick House, Overton Road • SW9 7JP • London

Programme Assistant – Education, Training and Employment	
<b>Working Hours</b>	Part-time (22.5 hours per week)
<b>Contract</b>	Permanent
<b>Reporting to</b>	Programme Manager – Education, Training and Employment
<b>Pay Band</b>	£27,002 to £28,312 per year (pro rata)*
<b>Annual Leave</b>	33 to 37 days per year plus 3 days between Christmas Day and New Year's Day (pro rata)*
<b>Location</b>	IRMO – Unit 9, Warwick House, Overton Road, London, SW9 7JP

\*annual increments from starting salary of £27,002

\*annual increments from starting allowance of 33 days per year

### About the role

As part of our Education, Training and Employment (ETE) Programme, the Programme Assistant will be responsible for all administration required for the smooth running of the area's service delivery.

The post holder will work closely with the Programme Manager in all coordination required with ESOL teacher and Employment Support Worker for service delivery, setting up courses and events, organising learner enrolment, promoting events and as required. With a focus on both administration and evaluation, the Programme Assistant will contribute significantly to the effectiveness and impact of our ETE programme.

### Key duties & responsibilities

#### 1. To carry out administrative tasks required in the delivery of high-quality ESOL courses and conversation classes in a community setting by:

- providing administrative support to ESOL Teachers in the delivery of English lessons to a range of classes and age groups (18+)
- coordinating registration and assessment processes for ESOL Courses
- coordinating deposit fee receipt, tracking and reimbursement

- maintaining high levels of quality assurance, including ESOL course evaluation and outcomes measurement
- liaising with ESOL Teachers for the adequate maintenance of the ESOL Programme bank of resources and materials
- participating in the improvement and development of administrative systems and tools (e.g. Welcome Pack for students)

## **2. To manage learners' life cycle from outreach and registration/admission to course completion/leaving through:**

- editing the ESOL classes flyer to reflect initial assessment dates and coordinating their promotion on different platforms
- dealing with learners' queries and following complaints procedures
- ensuring good communication and regular follow-up on students' unjustified absences to maintain engagement and encourage completion of ESOL courses
- ensuring learners receive all relevant and updated information about their ESOL course and conversation classes in due time
- regularly promote drop-in conversation classes among students

## **3. To work against individual and team targets set in accordance to contract requirements evidencing:**

- the accurate, timely and complete records of ESOL courses and conversation classes according to funders' requirements and in compliance with IRMO's Data Protection Policy as well as any other relevant policies and procedures
- the adequate maintenance of monitoring and evaluation tools used to track the progress of the different project activities in due time as requested by your line manager
- the implementation of delivery plans to meet targets as planned

## **4. Other responsibilities:**

- to make internal and/or external referrals and signposting learners in response to their needs and whenever relevant in accordance with adequate referral pathways, policies and procedures
- to support ESOL teachers and volunteers with any administrative tasks required in their delivery (e.g. Zoom links, attendance registers, etc.)
- to support the Programme Manager and Employment Support Worker in the administration of trainings and courses as required
- to organise workshops, group sessions and/or community coffee morning activities as required, as well as support with administration

- to attend regular supervision sessions, staff and team meetings
- to take on training and development opportunities in accordance with your individual training and development plan
- to undertake any other work, consistent with the purpose of the post, as required
- to deliver all aspects of this job description in adherence and compliance with IRMO's Policies and Procedures
- to actively promote IRMO's activities and services, acting as an ambassador of the organisation
- to participate in internal and external meetings, and collaborative learning and evaluation sessions with partner organisations as required

## Person specification

*E = Essential - D = Desirable*

### Qualifications & Experience

- at least six months of experience in a similar role (E)
- at least six months of experience working or volunteering in the non-profit sector (D)
- experience in organising, prioritising and managing your time effectively (E)
- experience in using monitoring and evaluation tools, processing data and contributing to impact reports (D)

### Skills & Abilities

- strong interpersonal skills to help you relate to learners, teachers, programme managers and colleagues in other areas (E)
- excellent communication skills in English and Spanish (E)
- good communications skills in Portuguese (D)
- team working skills and the ability to work without supervision (E)
- excellent planning and organisation skills (E)
- competence in Google Workspace and online video conferencing tools (Zoom, Skype, Google Meets) (E)
- IT skills in areas such as word processing, spreadsheets, databases and the internet as well as using social media (E)
- the ability to deal positively with change (E)
- excellent attention to detail (E)

### Knowledge & Understanding

- knowledge of confidentiality when working with student records (E)



- understanding of issues facing Latin American migrants in the UK (E)
- understanding of safeguarding (E)
- knowledge of the UK not-for-profit sector (D)

### **Personal Attributes**

- a friendly and confident manner (E)
- professional and positive attitude (E)
- self-motivation and resourcefulness (E)
- a flexible approach to work (E)
- commitment to applying a non-judgemental, non-discriminatory and non-hostile approach when dealing with migrant communities (E)
- welcoming and empathetic approach to work that takes into account people's circumstances and feelings (E)
- commitment to IRMO's mission, vision and values (E)

### **Other requirements or conditions of the role**

- you might be requested to support the delivery of ESOL courses on Saturdays
- this job description outlines the current main responsibilities of the post, however, its key duties and responsibilities may change and develop over time and the job description may be amended in consultation with the post holder



## Benefits of working at IRMO

- 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

## How to apply

Please complete the [application form](#) and send it by email to [recruitment@irmo.org.uk](mailto:recruitment@irmo.org.uk). Please include the title of the position for which you are applying in the subject line of your email. Please do not send CVs as we do not shortlist from CVs.

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

If you wish to discuss your application, please contact Julia Thompson-Flores, Education, training and Employment Programme Manager at [recruitment@irmo.org.uk](mailto:recruitment@irmo.org.uk).

*Best of luck with your application* 🍀