

Job Pack:

Programme Manager - Children and Young People



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

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 Manager - Children and Young People	
Working Hours	Full-time, 37.5 hours per week
Contract	Permanent
Reporting to	Director
Pay Band	£39,627 to £42,674 per year (annual increments from a starting salary of £39,627 per year) + 6% pension
Annual Leave	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);
Location	IRMO Centre (London, SW9 7JP) – current hybrid working
Deadline to apply	We encourage applicants to apply as soon as possible as applications will be reviewed on a rolling basis
Pre-employment checks	Enhanced DBS check, two satisfactory references and right to work in the UK

About the Children and Young People Area at IRMO

Our family and youth projects offer dedicated ESOL classes, mentoring and creative workshops for recently arrived children and young people up to the age of 19.

Through our initiatives in this area, we support young service users and their families to get a place in nursery, school, college or university, boost educational attainment and make friends while learning, creating and discovering new talents.

Beyond this, the area supports parents to meet their family needs and access other services through targeted advice, advocacy, referrals and learning workshops. We also support families with access to healthcare, special education needs and disability support, emergency support for those destitute or at risk of destitution, and referrals to specialised and legal support.

Our services with children and young people have achieved the Bronze level of the London Youth Quality Mark.



About the Role

This is an exciting opportunity to lead our Children and Young People Area. Managing a dynamic team, you will be responsible for implementing and progressing the area's overarching strategy, ensuring that children and young people in our community have access to a range of exciting and evolving opportunities that support their development, creativity, social integration and wellbeing.

You will also be joining the Senior Management Team at a fast-growing organisation in London's charity sector, where you will play an important role in supporting the development and implementation of organisation-wide processes.

To succeed in this role, you will be an experienced project manager and line manager, with proven experience in successfully overseeing several projects at once, working to a range of Key Performance Indicators (KPIs) and reporting impact in a clear and compelling way.

You will also bring an ability to support and motivate team members to work to their full potential. You will be able to nurture existing partnerships while developing new strategic connections that contribute to the success of your area's work and the organisation. You will have an excellent understanding of the needs of Latin Americans living in the UK and a genuine passion for progressing the rights and welfare of migrants and refugees

As the CYP Programme Manager, you will also act as our Designated Safeguarding Lead. Working alongside our Designated Safeguarding Officer and Deputy Designated Safeguarding Lead, you will ensure that appropriate arrangements are in place to keep children, young people and at-risk adults safe at IRMO and across all the work that we do.

Key duties & responsibilities

Area Management

- To lead the delivery of the CYP area strategy, ensuring that we provide high-quality services that respond to the changing needs of our community.
- To ensure all required activities in each project's phase are accurately undertaken.
- To ensure that all grant and contract requirements are met, including meeting all established KPIs and delivering services on time and within budget.
- To produce high-quality monitoring, evaluation and impact reports for funders, partners and IRMO's Director and Management Committee.

- To effectively manage existing partnerships while developing new relationships with relevant stakeholders to achieve the best outcomes for the area.
- To ensure the delivery of effective, efficient and high-quality services for our community.
- To lead, inspire and manage the CYP team in accordance with IRMO's policies and procedures, supporting team members to work to their full potential.
- To stay up-to-date with policy development and other external events that may impact IRMO's services, seeking out opportunities to develop and enhance our services and projects where possible.

Monitoring and Evaluation

- To establish and maintain effective data collection and monitoring mechanisms to track the area's progress.
- Ensuring effective communication mechanisms are in place to listen and respond to the views of our beneficiaries, concerning both the quality and impact of the services we are providing.

Communication

- To ensure that all IRMO services and activities, in the CYP area and beyond, are promoted to our target audiences.
- To ensure that the outcomes and impact of the CYP services and projects are effectively communicated to external stakeholders.
- To nurture existing relationships with partners and other stakeholders to grow our organisation's profile.
- To represent IRMO in relevant networks and forums as required.

Safeguarding

- To carry out and oversee reviews and updates of safeguarding policy, procedures, flowcharts, guidelines and resources.
- To assess safeguarding cases and act on appropriate courses of action.
- To organise and run regular staff safeguarding training sessions.
- To attend regular safeguarding training.
- To produce regular safeguarding reports for the Director and the Management Committee.

Other

- To support the development of fundraising applications.
- To apply knowledge and experience in project management to contribute to wider discussions on our services and projects aimed at improving internal workflows and delivery models.
- To attend regular supervision and team meetings as required.
- To undertake any other work, consistent with the purpose of the position, as directed by your line manager.

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

Person specification

E = Essential - D = Desirable

Experience

- At least three years of experience managing programmes or projects (E)
- Experience in families and youth services (D)
- Experience in the charity sector (D)
- Experience in delivering against targets (E)
- Experience in line managing people in a variety of roles with a proven ability to support staff to work to their full potential (E)
- Experience in liaising with partner organisations and other stakeholders (E)

Knowledge, Skills and Abilities

- Excellent written and verbal communication skills in English (E)
- Good written and verbal communication skills in Spanish and/or Portuguese (E)
- Excellent interpersonal skills with an ability to build rapport, inspire self-confidence and draw out people's strengths (E)
- Able to design, implement and oversee a range of children and young people initiatives (E)
- Able to design and implement effective systems to monitor and evaluate projects and services (E)
- Excellent organisational skills, attention to detail and ability to manage own time (E)
- Able to think strategically and problem solve with a creative mindset (E)
- Excellent IT skills, including proficiency in Google Workspace applications, Microsoft applications and databases (E)
- Advanced understanding of safeguarding (D) or willingness to undertake training (E)



- Qualification in Childcare, Play or Youth Work (D)
- Qualification in Information, Advice and Guidance (D)

Personal Attributes and Other Requirements

- Resourceful and flexible (E)
- Collaborative approach to work (E)
- Excellent understanding of the issues faced by the Latin American community in the UK (E)
- A commitment to upholding IRMO's values and policies (E)

We aim at all times to recruit the person most suited to the job and welcome applications from people of all backgrounds. We particularly encourage applications from people who identify as members of minoritised groups, and from Latin Americans and people with lived experience of the immigration and asylum system, to reflect the community we serve.

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. 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 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.

Best of luck with your application 🍀