

## **Job Pack:**

Head of Programmes and Impact



## 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



## Job Description

Head of Programmes and Impact	
<b>Hours</b>	Full-time, 37.5 hours per week
<b>Contract</b>	Permanent
<b>Reporting to</b>	CEO
<b>Salary</b>	£45,955 per year, rising annually to £49,489 based on performance, plus 6% employer pension contribution
<b>Annual Leave</b>	33 days (including bank holidays), increasing by one day each year after the first year of service, up to a maximum of 37 days (pro rata)
<b>Location</b>	IRMO, London SW9 7JP – hybrid working available
<b>Deadline to apply</b>	23:59 on Sunday 3 August 2025
<b>Pre-employment checks</b>	Enhanced DBS check, two satisfactory references and evidence of right to work in the UK

### About the Role

This is a new senior leadership role at IRMO, created to strengthen the coordination and development of our growing programmes and services. As our work has expanded, so has its complexity. This role has been designed to improve cross-team planning, bring greater consistency to our delivery, and embed a stronger focus on learning and impact across everything we do.

As Head of Programmes and Impact, you will be at the heart of a community-led, Latin American-led organisation committed to advancing migrant rights and social justice. You will play a key role in supporting that mission by helping ensure our work is effective, well-resourced and aligned with the needs of the communities we serve.

In this role, you will provide day-to-day support to Programme Managers, connect work across teams, and lead our new Monitoring, Evaluation and Learning (MEL) function. You will also deputise for the CEO and contribute to strategic planning, quality assurance and risk management across the organisation.

As part of IRMO's Senior Management Team, you will help shape and deliver our organisational strategy. You will also play a central role in our participation in the London Communities Human Rights Programme – a four-year project supporting us to embed a human rights-based approach in all areas of our work, in collaboration with the British Institute of Human Rights.

This is a key leadership role that will help strengthen how we work, learn and deliver together. We're looking for someone collaborative, values-led and highly organised – with experience in leading teams, coordinating programmes and building strong internal systems.

### Key Responsibilities

- Support planning and coordination across programmes to ensure joined-up, consistent delivery and efficient use of IRMO's resources
- Work closely with the CEO on programme resourcing and development
- Oversee quality assurance, compliance and risk management processes
- Contribute to organisational strategy and planning
- Promote collaboration and shared learning between teams
- Oversee the development and implementation of MEL systems, working with the MEL Officer and Programme Managers
- Ensure data is collected, analysed and used to understand and improve IRMO's impact
- Lead on internal reporting and contribute to external reporting to funders and partners
- Champion a culture of learning and reflection across the organisation
- Work closely with the Advocacy, Research and Campaigns Manager to align programme delivery with IRMO's influencing work
- Collaborate with the Operations Manager to ensure smooth delivery across systems, staffing and compliance
- Build and maintain strong relationships with delivery partners, funders and other external stakeholders
- Represent IRMO externally as needed, including at sector networks and partnership forums
- Support the development of funding applications
- Line manage Programme Managers, the Partnerships Coordinator and the MEL Officer
- Act as Deputy Designated Safeguarding Lead

- Deputise for the CEO when required

## Person Specification

### Essential

- At least one year's experience in a senior management or leadership role
- At least three years' experience managing programmes or projects in relevant areas
- Experience developing and delivering programme or organisational strategies
- Experience overseeing service delivery in areas such as advice, education, youth or community work
- Experience managing and supporting staff
- Experience leading or supporting monitoring, evaluation and learning (MEL), with a good understanding of how MEL supports learning and improvement
- Good understanding of UK employment law, HR best practice, health and safety, data protection and safeguarding
- Good understanding of finance and budget management in a small-to-medium charity
- Awareness of charity governance and the wider UK charity sector
- Ability to collect, interpret and use data to support learning and improve impact
- Strong planning, coordination and organisational skills
- Excellent time management – able to multitask, prioritise and meet deadlines
- Excellent written and verbal communication skills in English and Spanish, or English and Portuguese
- Strong IT skills, including confident use of Google Workspace, Microsoft Office and relevant databases
- Strategic thinker with a clear understanding of how to contribute to organisational development
- Open, supportive and inclusive leadership style, with the ability to stay calm and solutions-focused under pressure
- Strong understanding of issues facing migrants in the UK, particularly the Latin American community
- Commitment to anti-oppression, anti-racism and applying these principles in leadership and delivery
- Clear commitment to IRMO's vision, mission, values and community-led ethos

## Desirable

- Experience working in the charity sector, particularly with migrants or marginalised communities
- Experience managing change or supporting organisational growth
- Familiarity with IRMO's programme areas and services

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 minority groups, and from Latin Americans and people with lived experience of the immigration and asylum system, to reflect the community we serve.

We understand that some candidates may use generative AI tools to support their application. This is fine – but please note that we will review applications for signs of AI-generated content. Applications that appear heavily AI-written, especially where responses feel generic or lack personal insight, may be marked down.

This role involves producing high-quality written materials that reflect IRMO's voice and values, so we're looking for someone who can write clearly and authentically in their own words.

## 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)
- 6% 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 send your application form by email to [people@irmo.org.uk](mailto:people@irmo.org.uk). Please include the title of the position for which you are applying in the subject line of your email.

The deadline to apply is 23:59 on Sunday 3 August 2025. We won't be able to consider late applications.

Interviews will take place during the week of 11 August.

If you have any questions about the role or the application process, feel free to contact Bruna Boscaini at [people@irmo.org.uk](mailto:people@irmo.org.uk).

*We wish you the best of luck with your application* 🍀