

Job Pack:

Volunteer Scheme Coordinator



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



Job Description

| Volunteer Scheme Coordinator | |
|------------------------------|---|
| Working Hours | Part-time, 22.5 hours per week |
| Contract | Permanent |
| Reporting to | Programme Manager - Education, Training and Employment |
| Pay Band | £30,874 to £32,683 |
| Annual Leave | 33 days per year (pro-rata) |
| Location | IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP |
| Deadline to apply | 11th December 2025 |
| Pre-employment checks | Enhanced DBS check, two satisfactory references and evidence of right to work in the UK |

About the role

This is an exciting opportunity to lead and strengthen IRMO's **Volunteer Scheme** as part of our **Education, Training and Employment (ETE) programme**. Volunteers play a vital role in achieving IRMO's mission, and this position is central to ensuring that our volunteer initiatives both empower community members through meaningful work experience and enhance IRMO's capacity to deliver impactful services to the community.

The Volunteer Scheme Coordinator will be responsible for managing all aspects of volunteering at IRMO — from recruitment and training to ongoing support and development. They will champion volunteering internally and externally while fostering opportunities for volunteers to learn, grow and make a tangible difference in the lives of others. Working closely with the **ETE Programme Manager**, the post will also be expected to develop partnerships and volunteering roles that support IRMO's vision, values and strategic objectives.

Key duties & responsibilities

1. Volunteer Coordination and Development :

- Work with IRMO's Programme Managers to identify capacity-building needs and create volunteering opportunities aligned with organisational priorities.
- Promote volunteering internally and externally through targeted recruitment and outreach strategies.
- Recruit, interview and train volunteers, ensuring fair, inclusive and accessible processes in line with IRMO's values.
- Complete all pre-volunteering checks (e.g. references, DBS) promptly and appropriately.
- Build partnerships with universities, colleges, corporations and community stakeholders (including Latin American embassies/consulates) to promote placements and attract volunteers.

2. Volunteer Management

- Develop, review and implement volunteer policies, procedures and risk assessments, ensuring compliance with legislation and best practice.
- Raise staff awareness of the role of volunteers and ensure effective supervision and support structures are in place.
- Deliver comprehensive inductions and training, ensuring volunteers understand key policies on confidentiality, data protection, health and safety and safeguarding.
- Provide ongoing support and development for volunteers through regular contact and structured reviews.
- Maintain the Volunteer Scheme in line with UK standards for effective volunteer management.

3. Monitoring, Reporting and Evaluation

- Maintain accurate and timely records of volunteers and activities in line with funder and organisational requirements.
- Support monitoring and evaluation processes, ensuring tools and data are kept up to date and reports are delivered on schedule.
- Contribute to achieving individual and team targets by implementing delivery plans and producing reports, case studies and evidence as required.

4. Other responsibilities:

- Celebrate and recognise volunteer contributions through awards and events.

- Engage in training and professional development in line with individual plans.
- Support wider activities within IRMO's Education, Training and Employment (ETE) Programme as needed.
- Promote IRMO's work, acting as a positive ambassador for the organisation.
- Participate in internal and external meetings, partnership activities and learning sessions.
- Ensure all duties are carried out in compliance with IRMO's policies and procedures.

Person specification

E = Essential - D = Desirable

Qualifications, experience & knowledge

- At least one year experience working as a Volunteer Coordinator or in a similar role (E)
- Experience coordinating or managing volunteers, including recruitment, induction, and support (E)
- Experience developing partnerships with universities, community groups, or corporate organisations (E)
- Volunteer management training or professional qualification in human resources management, social work and/or youth and community work(D)
- Knowledge of the UK charity sector (E)
- Knowledge of UK Safeguarding and Health & Safety procedures (Essential).

Skills & abilities

- Strong communication and interpersonal skills; able to engage and motivate diverse volunteers and partners (E)
- Good written and verbal communication skills in Spanish and/or Portuguese (E)
- Competence in Google Workspace, Microsoft Office and online video conferencing tools (E)
- Excellent organisational skills, an ability to work proactively and manage own caseload effectively (E)
- Strong interpersonal skills, with the ability to deal with a diverse range of people (E)
- Ability to work independently and collaboratively, as part of a team (E)

Personal Attributes

- Strong understanding of the barriers faced by Latin Americans in the UK (E)
- Aligned with and committed to IRMO's mission, vision, and values (E).
- Self-motivated and able to use own initiative to work independently (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).
- 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. Please **include the title of the position for which you are applying in the subject line of your email.**

The deadline to submit your application is midnight on the **4th December 2025**. Interviews will take place the following week. Late applications will not be considered.

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We wish you the best of luck with your application 🍀

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