

Job Pack:

Communications, Monitoring and Evaluation Officer



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

Communication, Monitoring and Evaluation Officer	
Hours	Part-time, 30 hours per week
Contract	1 year fixed-term, with possibility of extension
Reporting to	Head of Programmes and Impact
Salary	£30,874 per year (pro rata), plus 6% employer pension contribution
Annual Leave	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)
Location	IRMO Centre, London SW9 7JP – hybrid working available
Deadline to apply	23:59 on 1st February 2026
Pre-employment checks	Enhanced DBS check, two satisfactory references and evidence of right to work in the UK

About the role

This is a new role created to strengthen how we measure, understand and communicate our impact at IRMO.

We are looking for a creative communications professional with an interest in monitoring, evaluation, and learning (MEL), or vice versa. You will help embed more consistent, robust approaches to evidence, learning and communications across the organisation, with the aim of improving service quality and better demonstrating our impact to our community, partners and funders.

This is a 12-month fixed-term role, with the primary goal of strengthening our communications and supporting our MEL processes across the organisation. There may be potential to extend the contract, depending on organisational needs and funding.

You will be well supported by the Head of Programmes and Impact and work closely with Programme Managers to support the collection of impact data in meaningful ways — not just to meet funder requirements, but to inform learning and improve delivery. You'll work closely with our Advocacy, Research and Campaigns manager to support the delivery of

strategic communications and will play a key role in communicating our impact - using our branding guidelines - via social media channels, our website and internally.

This is a great opportunity for someone who is excited about making data meaningful and useful for social justice work and understands the power of communicating impact via visual and social media. You are comfortable working in multicultural and multilingual settings and have a track record of working in MEL or in communications. While we're looking for someone who can take initiative and contribute from early on, we'll make sure you have the support you need to get to know our work and succeed in the role.

Key responsibilities

Communications

- Take a lead on content creation for IRMO's social media and website, writing engaging, accessible copy and creating engaging visuals suitable for a range of audiences
- Work with the programmes team to create impactful content communicating impact data and learnings to all IRMO stakeholders
- Support with the management of IRMO's website
- Helping to build an internal understanding of how effectively evaluating our activities supports the delivery of our communications and wider organisational objectives

Monitoring, Evaluation and Learning

- Support teams with day-to-day data collection, in line with project and funding requirements.
- Collect qualitative data to generate useful insight and evidence e.g. through interviews or case studies
- Contribute to funding applications with relevant data and impact evidence.
- Support the coordination of external impact reporting to funders and stakeholders
- Support quarterly and annual reporting across programme areas
- Support internal learning processes through participatory evaluations, feedback tools and workshops

Person specification

Essential

- Excellent verbal and written communication skills in English and good communication skills in Spanish or Portuguese
- 2+ years experience in a MEL, research or communications role, ideally in a community or non-profit setting
- Strong analytical skills, including experience using digital tools to manage and analyse data such as spreadsheets, databases and survey platforms
- Excellent interpersonal skills – able to work collaboratively, build relationships across teams
- Commitment to IRMO's values, including anti-racism, anti-oppression, and community-led approaches, and an understanding of the issues facing migrant communities in the UK – particularly Latin Americans

Desirable

- Experience in using Canva, Adobe tools or similar to design engaging and creative graphics for social media or printed materials
- Experience using CRM systems such as Views, Salesforce or Dynamics 365
- Experience working with both quantitative and qualitative data to generate learning, demonstrate impact and inform-decision making
- Experience facilitating learning and reflection processes, supporting services to adapt based on evidence
- Understanding of data protection standards (including GDPR) and ethical MEL or communications practices

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.

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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 23:59 on the **1st February 2026**. Interviews will take place across the following fortnight.

If you would like more information about the role or about IRMO, feel free to contact us at people@irmo.org.uk.

We wish you the best of luck with your application 🍀