

Job Pack:

Senior Advice Programme Manager



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

Senior Advice Programme Manager	
Hours	Full-time, 37.5 hours per week
Contract	Permanent
Reporting to	Head of Programmes and Impact
Salary	£40,975 per year, rising annually to £44,126 based on performance, 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	We are reviewing applications on a rolling basis, so we encourage you to apply early
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 IRMO's Advice programme. As our Senior Advice Programme Manager, you'll manage a dedicated team and oversee a range of initiatives that provide high-quality information and advice services to respond to the changing needs of our community.

The Advice programme provides trusted information, resources, advice and casework in Spanish and Portuguese on key areas of need, including immigration, welfare entitlements, housing and homelessness prevention. IRMO is accredited by the Advice Quality Standard (AQS) and the Immigration Advice Authority (IAA) at Level 3. We are also members of Advice UK and receive second-tier support from Southwark Law Centre.

Alongside this, the programme works with local health boards to run initiatives designed to improve access to health services, such as HIV testing, sexual health and family planning advice and Chagas disease testing. You will also oversee IRMO's Community Support service, which manages community enquiries daily at our Brixton centre and through our helpline, provides emergency crisis support and coordinates our Community Interpreting service, as well as connects service users with internal or external support.

These initiatives support people facing difficulties and help them build the skills and confidence to navigate complex systems. All of our work is shaped by the views of our beneficiaries, keeping our services relevant and responsive.

As Senior Advice Programme Manager, you'll lead the strategic development of the Advice programme, ensuring our work is high-quality, impactful and responsive to the needs of our community. You'll help grow the programme by strengthening existing partnerships and developing new ones.

To succeed in this role, you'll bring solid experience as both a project and line manager, with a track record of overseeing multiple initiatives, delivering against KPIs and communicating impact clearly. You'll be confident in managing people and priorities, with a leadership style that brings out the best in your team.

You'll also have a strong understanding of the barriers Latin Americans face in accessing immigration, welfare, housing, health and other essential services in the UK, and a genuine passion for advancing the rights and welfare of migrants and refugees.

Key responsibilities

- Lead the delivery of the Advice programme's strategy , ensuring we provide high-quality, responsive services that reflect the changing needs of our community
- Manage IRMO's IAA registration and ensure compliance with IAA regulations, working closely with the Senior Immigration Adviser
- Ensure compliance with the Advice Quality Standard (AQS) across all Advice provision
- Oversee the sustainability and income monitoring of IRMO's Immigration Service, including fee-charging compliance
- Ensure grant and contract requirements are met, including achieving KPIs and delivering services on time and within budget
- Produce clear, high-quality reports for funders, partners, the CEO and the Management Committee
- Manage existing partnerships effectively while building new relationships with relevant stakeholders to strengthen the Advice programme
- Lead, support and inspire the Advice team to perform at their best
- Stay up to date with policy developments and other external factors that may affect our work, identifying opportunities to strengthen and grow our services
- Establish and maintain effective systems for data collection and monitoring to track progress and impact

- Ensure mechanisms are in place to listen to and act on the views of beneficiaries regarding the quality and impact of our services
- Promote our Advice services and communicate their impact to funders, partners and wider stakeholders
- Represent IRMO in relevant networks and forums as required
- Support the development of funding applications

Person specification

The list below outlines the experience, knowledge and skills we're looking for. It will be used in shortlisting and interviews. If you meet the essential criteria but not the desirable ones, we still encourage you to apply.

Essential

- At least three years' experience of managing frontline services or complex projects
- Experience in delivering community services in line with agreed targets and KPIs
- Experience in line managing diverse staff teams
- Experience of managing and developing partnerships with other organisations and stakeholders
- Excellent written and verbal communication skills in English
- Good written and verbal communication skills in Spanish and/or Portuguese
- Ability to design, implement and oversee a range of Advice and Community Support initiatives
- Ability to develop and maintain effective systems for the monitoring and evaluation of projects and services
- Resourceful and solution-focused, with a proactive approach to challenges
- Collaborative and supportive, with a strong commitment to working closely with colleagues, partners and the community
- Experience of working in the charity, public or advice sector
- Strong understanding of the barriers faced by Latin Americans in the UK
- Clear commitment to IRMO's vision, mission and values

Desirable

- Experience and/or training in at least one of the relevant areas: Immigration, Welfare Rights, Housing, Access to Health or Community Support
- Immigration Advice Authority (IAA) accreditation
- Qualification in Information, Advice and Guidance (IAG)

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)
- 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.**

We are reviewing applications on a rolling basis, so we encourage you to apply early.

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 🍀