

Volunteer Role Description

ETE Programme Volunteer	
Days and Hours	12 hours a week, spread over 2-3 days
Term	Minimum commitment of 6 months
Supervised by	ETE Programme Assistant
Location	IRMO - Unit 9, Warwick House, Overton Road, London, SW9 7JP
Volunteers are entitled to travel expenses to and from the place of work (and lunch for each full day). Please note expenses will be reimbursed against receipts only.	

About IRMO

IRMO works to enable the development, agency, and participation of Latin Americans and other Spanish and Portuguese speakers, by responding to both immediate needs and structural inequalities. We do this by offering high-quality information and advice services, opportunities for development and training, and a platform to seek social and systemic change. Our work is organised across three main operational areas - Advice and Casework; Education, Training and Employment; Children and Young People - and a cross-cutting area - Advocacy, Research, Policy Mapping and Campaigning. More information at www.irmo.org.uk.

About our Education, Training and Employment Programme

Our comprehensive Education, Training and Employment (ETE) programme runs various activities to improve our beneficiaries' social and cultural integration in the UK. These activities include 12-week English for Speakers of Other Languages (ESOL) courses for adults and online conversation classes.

We also deliver one-to-one employment support, mentoring, vocational training, and workshops on a range of topics to support the Latin American community in navigating the UK system. Additionally, our volunteer scheme provides volunteers with valuable work experience to enter London's competitive job market. As well as being integral to the smooth running of our organisation, the scheme helps volunteers to develop their skills by working in a multicultural, collaborative and inspiring environment.

About the role

We are looking for a motivated and organised volunteer to support the ETE Programme Assistant in ensuring the smooth day-to-day running of the programme. This is a great opportunity to gain experience in administration, programme coordination, and community services.

The volunteer will play a key role in helping the ETE team stay organised, efficient, and responsive to the needs of service users and staff. This role supports the ETE Programme Assistant in delivering high-quality services, contributing to the overall impact and effectiveness of the programme.

Main tasks and responsibilities

- Assist with general day-to-day administrative tasks to support the organisation of ESOL classes, level assessments and events
- Communicate with service users, including responding to and monitoring general enquiries via WhatsApp and email
- Send reminder messages for classes, assessments, or events
- Support with data entry as well as managing and updating databases, including attendance registers and service user contact information
- Support outreach activities, including distributing flyers, posters and informative material both online via social media and in-person to key community hubs such as libraries, shops, cafés and churches
- Assist with updating, uploading and printing materials related to ETE activities
- Help with any other tasks requested by the ETE Programme Assistant

We are looking for

- Fluency in English and Spanish (written and spoken); knowledge of Portuguese is an advantage
- A flexible and enthusiastic person who is confident in working in a multicultural and multilingual environment
- Good IT skills, including in using Microsoft and Google suite packages, Word, Excel, PowerPoint, and databases
- Good interpersonal and communication skills with attention to detail



- A caring, sensitive and non-judgemental manner
- Knowledge of how to deal with sensitive and confidential information
- Ability to learn quickly and adapt to CRM systems
- Good organisational and time management skills
- Ability to work both independently and as part of a team, without constant supervision
- Interest in education, employment support, or community work
- Understanding of issues facing Latin American migrants in the UK

Additional requirements

- Two references from current/previous employers
- Basic DBS Check (completed through IRMO)
- Safeguarding Level 1 certificate (completed through IRMO)
- One month trial period

Benefits of volunteering at IRMO

- You will get the opportunity to help others and to give back
- You will learn new skills and gain experience working in a multicultural, cooperative and inspiring environment
- You will contribute to the Latin American Community and increase your knowledge of the situation of Latin American migrants in the UK
- You will gain valuable experience and strengthen previous skills to help prepare yourself for the UK's competitive job market
- You will enhance your CV and get references (after a 3-month period) for further support with employability
- You will have the opportunity to participate in training sessions with high-quality learning outcomes (in-house and external) in areas related to the role
- You will receive regular supervision and support

At IRMO, we are committed to fostering a diverse and inclusive environment. We actively encourage applications from individuals with protected characteristics, including race, ethnicity, gender, sexual orientation, disability, and age.

We particularly invite Latin Americans, those who identify as members of underrepresented and marginalised communities, and individuals with lived experience of the immigration and asylum system, to reflect the community we serve.





We are dedicated to ensuring accessibility in our recruitment process and volunteer opportunities. If you have specific accessibility needs, please let us know, and we will make necessary accommodations.

Contact volunteer@irmo.org.uk for more information.

THANK YOU FOR YOUR SUPPORT

