



Indoamerican Refugee and Migrant Organisation
Unit 9, Warwick House, Overton Road
SW9 7JP • London
Email: info@irmo.org.uk
www.irmo.org.uk

IMMIGRATION ADVICE PROGRAMME MANAGER (OISC Level 2/3)

Salary	£36,795 to £39,624 per year (annual increments from a starting salary of £36,795 per year) + 5% pension
Hours	Full-time, 37.5 hours per week
Location	IRMO Centre (London, SW9 7JP) – currently hybrid working
Employment term	Permanent
Reporting to	Director
Deadline to apply	We encourage applicants to apply as soon as possible as applications will be reviewed on a rolling basis
Pre-employment checks	Enhanced DBS check, two satisfactory references and right to work in the UK
Benefits	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's (pro rata); 5% 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

About IRMO

We are a community-led organisation based in South London that has been supporting Latin Americans in the UK for more than 40 years. Responding to immediate needs and structural inequalities, our work aims to enable the development, agency and participation of Latin Americans and other Spanish and Portuguese speakers. 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; and Children and Young People; as well as a cross-cutting area: Advocacy, Research, Policy Mapping and Campaigning. More information at irmo.org.uk.

Our Immigration Advice Programme

IRMO has a long and proud history of providing immigration advice to the Latin American community and has extensive experience with the varied and complex needs that arise from the UK's ever-changing immigration system.



Our Immigration Advice Programme is designed to meet these needs through the provision of specialist one-to-one advice and casework services, delivered in Spanish and Portuguese, as well as identifying and addressing policy changes and how they impact our community.

Our service is accredited by the Office of the Immigration Services Commissioner (OISC) and the Advice Quality Standard (AQS). In a sector where immigration advice is becoming increasingly inaccessible, IRMO maintains its commitment to providing trusted, expert advice and representation to our service users and helping them build skills to navigate the system wherever possible.

The Role

This is an exciting opportunity for an experienced immigration adviser to lead our dynamic immigration advice team and help shape the future of the programme as part of the senior management team at a fast-growing charity in London.

As IRMO's Immigration Advice Programme Manager, you will bring your expertise and experience together to organise, implement and improve our range of immigration services to offer the maximum benefit for our community, in both the short and long term.

You will also play an important role in the development and implementation of organisation-wide processes, as well as managing our Sponsorship Management System.

Your responsibilities will include implementing and progressing the programme's overarching strategy; the ongoing development and training of team members; representing IRMO across broader advice networks; and advising on organisational responsibilities related to immigration. You will also have the chance to develop new, cross-over skills beyond advice provision.

The ideal candidate will be up-to-date on all relevant policy changes and be able to proactively apply the available resources to ensure that our community has access to the information and services they require.

They will have the skills to nurture existing partnerships while developing new strategic connections that contribute to the success of the programme and organisation. This will include working closely with law centres and other legal stakeholders to maximise benefits for our service users.

They will also bring an ability to support and motivate team members to work to their full potential, an excellent understanding of the needs of Latin Americans living in the UK, and a genuine passion for progressing the rights and welfare of migrants and refugees.

Candidates must be OISC accredited at Level 2 or 3 and have recent, direct experience delivering immigration advice and representation.



Key Responsibilities

Programme Management

- To lead the delivery of the immigration programme strategy, ensuring that we provide high-quality services that respond to the changing needs of our community.
- To ensure all required activities in each project's phase are accurately undertaken.
- To ensure that all grant and contract requirements are met, including meeting all established KPIs and delivering services on time and within budget.
- To produce high-quality monitoring, evaluation and impact reports for funders, partners and IRMO's Director and Management Committee.
- To effectively manage existing partnerships while developing new relationships with relevant stakeholders to achieve the best outcomes for the programme.
- To ensure the delivery of effective, efficient and high-quality services for our community.
- To lead, inspire and manage the programme team in accordance with IRMO's policies and procedures, supporting team members to work to their full potential.
- To stay up-to-date with policy development and other external events that may impact IRMO's services, seeking out opportunities to develop and enhance our services and projects where possible.
- Ensure fulfilment of regulatory compliance with OISC by IRMO's Immigration Service.
- Ensure fulfilment of regulatory compliance with AQS by IRMO's Immigration Service, working in close collaboration with the Advice Programme Manager for Welfare, Housing and Health.

Immigration Service Management

- Develop and maintain a sustainability plan for IRMO's Immigration Service.
- Oversee the income generation of IRMO's Immigration Service and regularly report on it to the Director and Board of Trustees.
- Create OISC supervision plans for staff and volunteers working towards OISC Level 1 and 2.
- Provide OISC supervision to staff and volunteers to ensure correct advice is given, procedures are followed and cases are escalated to the relevant caseworker.
- Conduct advice and complex casework at Level 2 and above for training purposes and to ensure the service remains relevant to the changing needs of the Latin American community.

Monitoring and Evaluation

- To establish and maintain effective data collection and monitoring mechanisms to track the programme's progress, including the regular collection of case studies, which highlight successes and potential issues in the immigration system.
- To ensure effective communication mechanisms are in place to listen to and respond to the views of our beneficiaries concerning the quality and impact of the services we are providing.

Communication

- To ensure that all IRMO services and activities, in the programme and beyond, are promoted to our target audiences.
- To ensure that the outcomes and impact of the programme are effectively communicated to external stakeholders.
- To nurture existing relationships with partners and other stakeholders to grow our organisation's profile.
- To represent IRMO in relevant networks and forums as required.

Other

- Provide advice and guidance regarding IRMO's duties and responsibilities as a licensed sponsor.
- Manage IRMO's sponsorship management system, including making new applications and managing existing sponsorship relationships on behalf of IRMO, where the organisation is the worker's sponsor.
- To support the development of fundraising applications.
- To apply knowledge and experience of project management to contribute to wider discussions on our services and projects aimed at improving internal workflows and delivery models.
- To attend regular supervision and team meetings as required.
- To undertake any other work, consistent with the purpose of the position, as directed by your line manager.

Please note that this job description is not exhaustive and may change depending on the needs and development of the organisation.

Person Specification

Essential (E) | Desirable (D)

Experience and Qualifications

- Registered Immigration Adviser at OISC Level 2 or 3 (E)
- At least two years of recent and continuous relevant experience in immigration and asylum casework (E)
- At least three years of experience managing programmes or projects (E) with a background in advice and/or community support services (D)



- Experience in delivering against targets (E)
- Experience in line managing people in a variety of roles with a proven ability to support staff to work to their full potential (E)
- Experience in liaising with partner organisations and other stakeholders (E)
- Qualification in Information, Advice and Guidance (D)

Knowledge, Skills and Abilities

- Excellent written and verbal communication skills in English (E)
- Good written and verbal communication skills in Spanish and/or Portuguese (E)
- Excellent interpersonal skills with an ability to build rapport, inspire self-confidence and draw out people's strengths (E)
- Able to design, implement and oversee immigration services (E)
- Able to design and implement effective systems to monitor and evaluate programmes and projects (E)
- Excellent organisational skills, attention to detail and ability to manage own time (E)
- Able to think strategically and problem solve with a creative mindset (E)
- Excellent IT skills, including proficiency in Google Workspace applications, Microsoft applications and databases (E)
- Understanding of safeguarding (D) or willingness to undertake training (E)

Personal Attributes and Other Requirements

- Resourceful and flexible (E)
- Collaborative approach to work (E)
- Excellent understanding of the issues faced by the Latin American community in the UK (E)
- A commitment to upholding IRMO's values and policies (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.

How to apply

Please return your [application form](#) by email to recruitment@irmo.org.uk. Please include the title of the position for which you are applying in the subject line of your email.

We encourage applicants to apply as soon as possible as applications will be reviewed on a rolling basis.

If you have any questions about the role, you can email us at recruitment@irmo.org.uk, and we'll direct you to the right person in the team.

