



International Organization for Migration (IOM)

The UN Migration Agency

**Vacancy Notice for**  
**CROSS – CULTURAL FACILITATORS**  
**IOM United Kingdom**

The International Organization for Migration in the United Kingdom (IOM UK) is an intergovernmental organization with 166-member states, with more than 400 field offices in over 150 countries. Established in 1951, IOM promotes humane and orderly migration for the benefit of all. In the UK specifically, IOM works in resettlement, integration, counter-trafficking, diaspora and development, migrant assistance, migration policy and research, and community cohesion. More information is available at [www.unitedkingdom.iom.int](http://www.unitedkingdom.iom.int).

IOM, in close partnership with UNHCR, central and local government agencies, and civil society partners, has been facilitating the resettlement of refugees to the UK since 2004. Currently, IOM UK provides pre-departure cultural orientation sessions for refugees prior to their arrival in the UK to enhance their integration process by providing them with accurate and relevant information about the UK.

IOM's experience in numerous countries has found that integration is a two-way process, however, working best when both refugees and those in receiving communities have a good understanding of each other's expectations, cultural differences, and practices. IOM UK therefore launched its Information Sessions in May 2016 to increase local knowledge of the refugee communities being resettled in the UK, thereby helping to reduce the adjustment period for refugees and supporting strong, appropriate integration services.

To support the continued success of this programme, IOM UK invites those with knowledge about the culture, life, and society of Eritrea to apply for the position of Cross-Cultural Facilitator.

Cross-Cultural Facilitators will provide information sessions on the above refugee communities to local authorities and partners participating in resettlement support. Sessions may be run in and out of normal business hours using online platforms and in various locations around the country. We are therefore looking for cross-cultural facilitators who can be available on an on-call basis to deliver online sessions and travel to various locations (sometimes overnight) to deliver full day or half day sessions.

Members of the Eritrean community, female candidates and those with a refugee background are highly encouraged to apply for this exciting position. Experience working with refugees is an advantage, as is teaching or presenting experience.

The duties and responsibilities of the Cross-Cultural Facilitator include:

- Confidently present information regarding Eritrean communities to local authorities and their partners throughout the UK;
- Assist in the development and updating of high-quality teaching materials, visual aids, handouts, and activities;
- Proactively research and provide accurate information on the cultural and societal aspects of the relevant refugee communities to enhance information session content;

**Mission in the United Kingdom:**  
**11 Belgrave Road, London SW1V 1RB**  
**Tel: +44. 20. 7811 6000 Fax +44. 20. 7811 6043**  
**E-mail: [iomuk@iom.int](mailto:iomuk@iom.int) Internet: [unitedkingdom.iom.int](http://unitedkingdom.iom.int)**



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- Ensure all arrangements are in place for each session, such as travel arrangements;
- Write and submit reports following the delivery of each information session;
- Maintain positive and professional relationships with local authorities and their partners;
- Proactively communicate relevant feedback and opportunities received during information sessions to appropriate IOM staff;
- Promote information sessions where appropriate;
- Assist in other tasks from time to time

Chosen facilitators must attend in-house training on teaching methodologies in information sessions, UK resettlement, and integration, as well as shadowing the lead facilitator, before delivering information sessions directly. Chosen facilitators must reside in the UK.

**Skills:**

- a) Excellent knowledge of Eritrean life and society through experience
- b) Strong presentation skills; ability to confidently present in public forums
- c) Capable of working in a multicultural environment
- d) Excellent communication skills (written and oral),
- e) Knowledgeable about interactive teaching methods
- f) Ability to handle confidential and sensitive information;
- g) Ability to make effective decisions under time pressure;
- h) Good level of computer literacy;
- i) Ability to work under pressure

**Languages:**

Fluent command of spoken and written English is a requirement. Fluent command of written and/or spoken Arabic, Tigrinya or other relevant regional dialects is an advantage.

**Cover letter with CV in English should be sent to:** [londonhumanresources@iom.int](mailto:londonhumanresources@iom.int)

**Location:** Throughout the United Kingdom

**Date to commence:** When needed (On-call basis) in an out of weekday working hours

**Submission deadline:** Open call for CVs

This role is remunerated at a rate of 155 GBP per day of work.

Only EU citizens or persons holding a valid residence or work permit for UK/EU will be eligible for consideration. Please note that individuals already employed in full-time work will not be considered for the role.

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