

JOB DETAILS

Title: Information and Engagement Officer – Migration Programme

Duration: Fixed term for one year

Salary: Coordinator €44,000-€48,000¹

Reporting to: Information Outreach Coordinator – Migration Programme

BACKGROUND INFORMATION

The Irish Red Cross Society (IRC) is part of the world's largest independent humanitarian network, the International Red Cross and Red Crescent Movement. The IRC is committed to and bound by, its Fundamental Principles of Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality. The vision of the Irish Red Cross is to be a leading humanitarian organisation, providing impartial services and support to vulnerable communities both at home and abroad. Our mission is to identify and deliver humanitarian assistance to those who are most in need.

Migration is a priority focus for the Red Cross and Red Crescent Movement internationally as well as for the IRC in Ireland. Ireland, along with other countries, has experienced considerably more inward migration in recent years from people in need of protection and, as a result, is challenged to respond with appropriate supports for all affected. The IRC has worked on migration for several years and is considered a key actor in responding to the humanitarian needs of refugees/ migrants seeking protection and a future in Ireland, with programming in the areas of resettlement and responding to the Ukraine crisis, among others.

SUMMARY OF ROLE

The Information and Engagement officer is responsible for preparing information resource materials, relevant to Migration, and engaging with key stakeholders, particularly hosts, who provide accommodation, people who are potential hosts, and guests, who are supported by the programme. Additionally, it is expected the role will

¹ This role is assigned to the Job Family of: Coordinator. The Irish Red Cross has 6 Job Families: Secretary General; Senior Manager; Programme/Project Manager; Coordinator; Development & Admin; Administration.

support programme teams with policy/technical guidance and the development of information resources materials.

ROLE RESPONSIBILITIES

Information

- Maintain a strong understanding of legislation and policy relevant to migration.
- Keep abreast of the information needs across the programme and with a particular focus on our two key stakeholders of hosts and guests.
- Prepare information resource materials for the programme, ensuring that the information is impartial, informed by research and policy, in line with our principles
- Draft and distribute regular newsletters and programme updates.
- Create content for web and social media platforms in consultation with communications team.
- Respond to stakeholder queries and provide accurate, timely information.
- Ensure information materials are developed to a high communication standard, for multiple programme scenarios, and using 'plain English' guidance.

Promotion and Stakeholder engagement

- Promote the Migration programme with potential hosts, to facilitate further offers/pledges of accommodation.
- Maintain and update contact databases, mailing lists, and CRM records for outreach.
- Deliver information sessions (online/in-person) for hosts and guests, working closely with the migration communications office under the oversight of the senior policy coordinator.
- Support promotional campaigns to attract new host pledges.
- Gather feedback from stakeholders and report insights to manager.
- Ensure that information sessions are held to a high standard, involving a high level of preparation.

Organisationally

- Ensure compliance with required internal and external policies and procedures
- Work actively towards the achievement of the Irish Red Cross goals.
- Abide by and uphold the Principles of the International Red Cross Red Crescent Movement.
- Undertake any other reasonable work-related duties and responsibilities assigned by the line manager that are consistent with the nature of the job and

level of responsibility.

ROLE REQUIREMENTS

Essential Criteria

- Third level qualification in relevant fields preferably in public policy, law or international development
- Two years' experience working in the migration sector, preferably in the provision of services in refugee support and housing
- Knowledge of migration legislation and policy
- Demonstrable experience of public engagement, including the facilitation of public events
- Strong experience in preparing written and other resource materials
- Ability to work efficiently as part of a team as well as independently
- Ability to maintain strict compliance protecting confidential, sensitive information and materials.
- Fluent levels of English, written and conversational.

Desirable Criteria

- Knowledge of the work of the Irish Red Cross and our principles.
- Experience of working with volunteers.
- Ability to speak additional languages e.g. Ukrainian, Russian, Arabic, Dari and Pashto, would be an advantage.

FURTHER INFORMATION

The Irish Red Cross is an equal opportunities employer. We value diversity and aspire to reflect this in our workforce. We welcome applications for people from all sections of the community, irrespective of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community. This role requires applicants to have the right to work in Ireland. The role is a full time position based on a 35 hour working week, based on flexitime arrangements. Work outside of normal office hours maybe required and time off in-lieu is provided.

APPLICATION PROCESS

To apply for this contract, please forward a copy of your CV, together with a cover letter to:

jobs@redcross.ie

Your email should contain [Information and Engagement Officer – Migration Services](#) in the subject line. Proposals should be in .pdf or MS Word format, and with file names in the following format: **<Surname>, <First name> - CV** and **<Surname>, <First name> - Cover Letter**

The closing date for applications is 6pm on 22nd May 2025