



Northumbrian Water Case Study 3

M (49, male, originally from Syria) approached ICOS in June 2023, having been granted refugee status.

While M had a long and varied work history gained outside of the UK, in sectors including food and hospitality industry, as well as working as a driver, he had very limited UK- based work experience, although he was able to volunteer for a local charity. This necessitated creating a CV, which would encompass and explain the experience he had gained and the skills he possessed in a way which was relevant and engaging for UK audience, and his project worker- Ewelina worked with M to create it.

Ewelina also worked with M to understand his background and help him to register with job agencies and apply for jobs available across 6 months. M gradually started getting more responses from prospective employers, and he got invited for an assessment at a local automotive company. While he passed the assessment, he was subsequently told he would be asked to join their workforce should an opportunity arise. Meanwhile, using the CV and the covering letter prepared with ICOS's support, he was successful with applying for a position as a delivery driver. This included support to register with HMRC as self-employed. This was a success for him, as he was able to find his first paid employment in the UK, and utilize his experience of working as a driver gained abroad.