



TURQUOISE MOUNTAIN

Job Description and Person Profile

Executive Assistant (CEO and Board of Trustees)

TM Global Team

Background

Turquoise Mountain supports artisan communities to protect and revitalise their heritage. Our work is rooted in the belief that cultural heritage has the power to transform lives. Founded in 2006 by His Majesty King Charles III, we work directly with artisan communities in Afghanistan, Myanmar, Saudi Arabia, Jordan, Palestine and Syria. To date, we have supported over 11,500 artisans across 86 craft traditions, restored more than 170 historic buildings, and provided primary healthcare and education for artisans' families.

Turquoise Mountain has a small central (global) team who provide support to our global leadership team as well as to those working in our countries of operation. Due to retirement, we are currently seeking an Executive Assistant who will primarily support our CEO and Board of Trustees, with wider support of the global leadership team as capacity permits.

We are looking for a person with a strong background in EA work, who will thrive in a fast-paced role with competing, and sometimes conflicting demands. Because of the regions in which we operate, this role can be both busy and complex, and we are looking for someone who will thrive on this challenge.



TURQUOISE MOUNTAIN

Job Description	
Job Title	Executive Assistant (CEO and Board of Trustees)
Department	CEO's Office
Team	Central (Global) Team
Reports to (Line Manager)	CEO
Job Purpose Summary	The Executive Assistant (EA) provides high-level administrative, organisational, and governance support to the CEO and Board of Trustees. This role ensures the efficient running of the CEO's office, supports strategic leadership functions, manages complex scheduling and correspondence, and coordinates governance processes including Board and sub-committee meetings and statutory reporting.
Key Responsibilities and Accountabilities	
Executive Support to the CEO	
<ul style="list-style-type: none">• Provide comprehensive diary management across multiple time zones; schedule meetings, calls, and internal/external engagements. Note, calendar management involves coordinating elements of the CEO's schedule, including professional commitments and logistics that intersect with personal or family-related scheduling constraints, this will involve liaison with external parties and other Personal or Executive Assistants.• Monitor and manage the CEO's email inbox, drafting and responding to correspondence where appropriate.• Arrange domestic and international travel, including flights, hotels, visas, itineraries, and travel documentation.• Prepare and coordinate documents for signature, including legal, financial, and donor-related paperwork.• Provide briefings on upcoming commitments, priorities, and outstanding tasks.• Support the CEO's relationships with senior stakeholders, donors, partners, and internal colleagues through proactive communication and logistical coordination.	
Board of Trustees & Governance Administration	
Board & Committee Meeting Coordination	
<ul style="list-style-type: none">• Plan, schedule, and organise Board and sub-committee meetings, including venue bookings, hybrid arrangements, hospitality and travel logistics.• Assist in preparation and distribution of board packs.• Create and manage the annual Board and sub-committee meeting calendar.• Support minute taking for Board and sub-committee meetings (where appropriate).	
Trustee Support & Administration	
<ul style="list-style-type: none">• Arrange trustee travel and accommodation for meetings, events, and the AGM.• Process trustee expenses and maintain accurate records.	



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- Coordinate due-diligence and ID checks for Trustees and donors, working with finance and legal partners as needed.

Statutory & Regulatory Compliance

- Support the annual OSCR return.
- Administer Companies House filings including director appointments/retirements and statutory updates.
- Liaise with legal advisers on governance documentation and any updates to the organisation's Articles of Association.

Cross-Organisational Support

- Liaise with Senior Management Team to coordinate meetings, briefings, and travel for relevant meetings or events.
- Manage shared mailboxes (e.g., contact@) and support cross-team scheduling.
- Direct incoming phone calls to appropriate colleagues.
- Support fundraising or communications tasks where required, including event logistics and correspondence (as capacity permits).
- Assist country offices with visa letters, document legalisation, or other administrative processes.

Financial and Administrative Duties

- Support banking workflows such as dual approval of payments and onboarding staff to online banking (infrequent).
- Upload recurring charges to SharePoint and support expense reconciliation for CEO and Trustees.
- Coordinate cash withdrawal letters requiring authorised signatories.

Additional Responsibilities

- Assist with internal and external events, including AGM dinners, SMT meetings, and donor engagements.
- Ensure smooth document signing processes (including electronic signatures).
- Be available occasionally outside standard office hours for urgent or time-sensitive matters.

This list is not exhaustive, and other duties may be required as determined by the needs of the organisation.



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Person Profile

Job Title

Professional approach:

Constructive, collegiate style that supports team harmony and builds positive relationships across the organisation.

Exercises high levels of discretion, confidentiality, professionalism, and judgement.

Comfortable establishing and managing effective professional boundaries to ensure work is appropriately prioritised.

Personal attributes:

Able to work autonomously with confidence, managing multiple priorities under pressure.

Proactive, highly organised, with strong intuition and ability to anticipate needs.

Self-motivated and able to work effectively in a remote-working environment.

Willingness to travel within the UK or internationally for Board meetings or organisational events if required (infrequent).

Qualifications:

We welcome applicants from a range of educational and professional backgrounds.

Specific job skills and experience:

Essential

Significant experience supporting senior executives, ideally at CEO or Board level, within a complex charitable organisation.

Demonstrated experience in governance or Board administration (e.g., Board packs, statutory filings, minute coordination) within a complex charitable organisation

Strong organisational and time-management skills; able to manage multiple urgent deadlines.

Experience coordinating international travel and logistics.

Desirable

Experience of working with high-profile and/ or culturally-diverse individuals.

An understanding of, or interest in, cultural heritage would be advantageous.

Knowledge of OSCR/Companies House requirements.



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Skills and abilities:

Essential

Fluent use of all Microsoft 365 applications (Outlook, Word, Excel, PowerPoint, SharePoint, and Teams).

Confident user of Google applications including Gmail and Calendar.

Expert at managing and working with digital filing systems and workflows.

Exceptional written and verbal communication skills, with the ability to communicate professionally with stakeholders at all levels.

High degree of attention to detail and the ability to pre-empt challenges.

This role is based full-time in the UK, working from home, therefore you must have access to an appropriate workspace and full right to work in the UK, we are unable to sponsor work visas.

Salary will be in the region of £50,000 per year, depending on experience.

Candidates should submit a covering letter and C.V. to: vacancy@turquoisemountain.org. In the subject line of the e-mail, please mention – ‘Executive Assistant’ and your last name.

Kindly combine covering letter and C.V. as one pdf document.

Please submit your application as soon as possible, but by no later than 21st February 2026. We reserve the right to bring the closing date forward in case of a large volume of applications.