



Operations & HR Administrator

About us

Turquoise Mountain supports artisans and 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 with artisan communities in Afghanistan, Myanmar, Saudi Arabia and the Levant. 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 team that works closely with colleagues, partners, trustees and supporters around the world. We are looking for a highly organised and proactive Administrator to provide essential operational, HR and governance support during a period of maternity cover.

About the role

Purpose

This is a varied, hands-on role providing administrative support across the organisation. You will help ensure the smooth running of operational, governance, HR, recruitment, travel and systems processes, acting as a key point of coordination for colleagues and external stakeholders.

This is a part-time, fully remote maternity cover position and would suit someone who is highly organised, detail-oriented and comfortable managing multiple priorities simultaneously.



[TURQUOISEMOUNTAIN.ORG](https://turquoisemountain.org) | [@TURQUOISEMOUNTAIN](https://twitter.com/turquoisemountain)

Registered Office: Princes Exchange, 1 Earl Grey St, Edinburgh EH3 9EE

Turquoise Mountain Trust is a registered charity no. SC037343 and as a company no. SC299579

Key responsibilities

Recruitment & HR administration

- Support recruitment processes, including posting vacancies on relevant platforms, managing applications and conducting initial application sifting.
- Coordinate interview scheduling and communications with candidates.
- Assist hiring managers with recruitment administration through to appointment, including the provision of feedback for unsuccessful candidates.
- Draft employment contracts and other routine HR documentation.
- Coordinate contract signatures and personnel file management.
- Manage employment reference requests.
- Support onboarding activities for new central team staff, including coordination of hardware and IT account provision.
- Coordinate staff departure including coordinating the return of equipment, general communications and message boards as required.

Governance & Organisational Administration

- Act as a first point of contact for a range of operational enquiries.
- Coordinate preparation and circulation of Board and Committee papers.
- Support quarterly security calls and associated logistics.
- Coordinate updates to organisational risk registers.
- Manage annual insurance renewals and maintain associated records.
- Liaise with external advisers and service providers as required.
- Support policy reviews and updates where appropriate.

Operational & Systems Administration

- Administer Sage Expenses, including user setup, permissions and group allocation.
- Provide basic support for Sage administration and troubleshooting, including managing requests relating to leave and time off in lieu (TOIL).





- Coordinate Adobe licence administration and download monthly invoices for Finance.
- Support Cyber Essentials and other compliance-related administrative activities.
- Coordinate IT procurement requests with external service providers.
- Maintain administrative records and organisational systems.

Travel & Logistics

- Coordinate travel arrangements for US business travel as required.
- Review monthly travel reports and identify any issues requiring follow-up.
- Support travel administration and record keeping.

Volunteer & Stakeholder Support

- Manage inbound volunteer enquiries.
- Support administration relating to volunteer engagement and ongoing volunteer contracts.

Monitoring & Reporting

- Maintain accurate records across all administrative functions.
- Track and report on recruitment, onboarding and operational activities as required.
- Support the preparation of internal reports and updates for leadership and trustees.

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



Person Specification

Professional approach

We are looking for a highly organised and efficient administrator who takes pride in delivering high-quality work and ensuring that organisational processes run smoothly. You will need to be a natural communicator and collaborator as this role is fully remote.

Personal attributes

- Highly organised and detail oriented.
- Proactive and able to work independently.
- Strong written and verbal communication skills.
- Comfortable managing competing priorities.
- Collaborative and supportive team player.
- Professional and discreet when handling confidential information.
- Reliable, punctual and able to meet deadlines.
- Calm and methodical under pressure.

Qualifications

We are open to candidates qualified by experience.

A willingness to learn, strong organisational skills, and the ability to quickly become confident with new systems are considered more important than formal qualifications.

Specific job skills and experience

- Previous experience in an administrative, operations or office support role.
- Experience coordinating multiple processes and stakeholders simultaneously.
- Strong IT skills, including all Microsoft Office applications (Word; Excel; Outlook; Teams; SharePoint; PowerPoint etc.).
- Experience supporting recruitment and HR administration.
- Excellent organisational skills and attention to detail.





- Fluent spoken and written English.
- Experience working remotely and managing workload independently.
- Experience of working within a global context is highly beneficial.
- Experience of working in a charity or INGO would also be beneficial.

This role is based part-time (0.6 FTE / 22.5 hours per week) 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. We are flexible in terms of hours worked and will discuss a mutually acceptable working pattern with the successful candidate, although we expect hours worked to be within normal UK office hours of Monday to Friday 8.30am to 5.30pm. Salary will be in the region of £30,000 - £33,000 FTE (£18,000 - £19,800) per year, depending on experience.

The role is offered as a fixed term contract to cover maternity leave. The expected length of contract is 11 months, the ideal start date is the beginning of October 2026.

To apply, please submit a current CV alongside a covering letter outlining how you fit the person profile, including your relevant experience in a similar role. **Please combine your cover letter and CV as one pdf document.** Candidates should submit a covering letter and C.V. to: vacancy@turquoisemountain.org. In the subject line of the e-mail, please mention – 'Operations & HR Administrator' and your last name.

Please submit your application as soon as possible, but by no later than **31st August 2026**. We reserve the right to bring the closing date forward in case of a large volume of applications



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