



TURQUOISE MOUNTAIN

Terms of Reference
Administrative Assistant (Irbid)
Jordan Country Office

Background

Turquoise Mountain is a non-profit, non-governmental organization specializing in heritage-based urban regeneration, traditional craft training, and connecting artisans to market opportunities. We seek to provide jobs, skills, and opportunities, through heritage. Since 2006 Turquoise Mountain has restored 150 historic and community buildings, trained 7,000 craftspeople, generated sales of more than \$17m in craft products, and welcomed 1m visitors to our exhibitions worldwide.

Introduction

The Turquoise Mountain Institute of Design, Crafts and Economic Development takes pride in leading the way to embrace and revive traditional crafts while fostering economic growth. Committed to championing the exceptional cultural heritage of the Levant, the Institute aims to strengthen unique cultural and creative industries. Through a comprehensive educational program, Institute members acquire the skills needed to succeed in the crafts sector, enabling artisans to achieve financial autonomy by launching their enterprises and actively contributing to the economy.

Turquoise Mountain is set to implement a new program, focusing on sustainably strengthening and growing the businesses of Home-Based Businesses (HBBs) and Micro and Small Enterprises (MSEs) in the tourism and cultural sectors around northern heritage and nature sites in Jordan (Jerash, Ajloun, Umm Qais, Pella, and the Yarmouk Nature Reserve).

The purpose of this Terms of Reference (ToR) is to outline the roles and responsibilities of the Assistant Officer. The Assistant Officer will play a vital role in providing administrative and operational support to the teams, contributing to the successful implementation of the program.





TURQUOISE MOUNTAIN

Role and Responsibilities

This role will be directly supervised by the Economic Development Officer and will play a role in the successful implementation of various economic development initiatives. The primary responsibilities include:

- Assist in administrative tasks such as scheduling meetings, organizing files, managing documentation, and maintaining records related to program activities.
- Coordinate logistical arrangements for meetings, workshops, and events, including arrangements and material preparation.
- Support in drafting and formatting correspondence, reports, and other relevant documents for internal and external communication.
- Assist in maintaining regular communication with stakeholders, partners, and beneficiaries, ensuring timely responses and follow-ups as required.
- Assist in data entry, management, and analysis, ensuring accuracy and completeness of program-related information.
- Support in the preparation of reports, presentations, and dashboards by collating and organizing relevant data and information.
- Conduct research as required by the Lead Generation and Partnerships Officer, gathering information relevant to program objectives, stakeholder mapping, or market research.
- Collaborate with team members to support program activities, contributing ideas and suggestions for improved efficiency and effectiveness.
- Provide administrative assistance to managers or teams, including scheduling meetings, managing calendars, and handling correspondence.
- Enter and manage data in databases, spreadsheets, or other digital tools.
- Communicate with internal and external stakeholders, and beneficiaries as required.
- Assist in planning and organizing meetings, workshops, or events.
- Assist in budget tracking and expense reporting.
- Monitor office supplies and equipment and reorder as necessary
- Support project teams by performing tasks such as data collection, documentation, and progress tracking. or any other tasks needed.





TURQUOISE MOUNTAIN

Qualifications and Requirements

- A minimum of a bachelor's degree in a relevant field or equivalent experience.
- Excellent organizational and time management skills.
- Strong written and verbal communication skills.
- Proficiency in MS Office suite and basic data management tools.
- Ability to work in a collaborative team environment and adapt to changing priorities.
- Interest in cultural heritage is a plus.

Working hours:

5 days a week (Sunday to Thursday) from 9:00 am – 5:00 pm

Contract Duration:

18 months (3-month probation period)

Location:

Based in Irbid, Hashemite Kingdom of Jordan, with frequent visits to Amman.

Application Process:

To apply, Please submit your application via this [link](#) and include the following in the PDF format.

- A cover letter in English about your background, experiences, and motivations for this post explicating your experience (250 words).
- An updated resumé.

Only shortlisted applicants will be contacted.

Application Deadline:

The application pack – by e-mail must be received by no later than **31ST January, 2024.**

