



TURQUOISE MOUNTAIN

Terms of Reference

**MEL Senior Officer**

Jordan, Syria & Palestine

### Background

Turquoise Mountain is a non-profit, non-governmental organisation established in 2006 by His Majesty King Charles III to revive traditional crafts, historic areas and to provide jobs, skills and opportunity through cultural heritage projects. By blending heritage buildings, education and enterprise, Turquoise Mountain has created sustainable heritage places and livelihoods that support the revival of artisan industries. Turquoise Mountain now works in Afghanistan, Myanmar, Saudi Arabia, and the Levant. Since 2006, Turquoise Mountain has restored over 150 historic buildings, created employment for thousands of artisans and builders, built over 50 small businesses, and supported and generated over \$30 million in sales of traditional crafts to domestic and international markets.

### Context

Turquoise Mountain Levant was established in Jordan in 2018 and leverages the cultural heritage of Jordan and the wider region to train and educate in traditional crafts, deliver sustainable heritage led regeneration for communities, and connect hundreds of artisans to new and sustainable markets. In 2023 we expanded to Palestine and have now supported hundreds of Palestinian artisans and designers to achieve their ambitions. This is an exciting time for the project, as we are growing our operation to support Syrian artisans across the country, engaging Syrian communities in their heritage, and open up new careers in the craft sector.

### This Role

The Monitoring, Evaluation, and Learning (“MEL”) Officer will lead the implementation of our MEL Framework and coordinate and carry out the collection of data for our project to ensure the effective use of MEL information.

A large part of what we do is looking at the impact beyond numbers. We want to understand the full extent of programme’s impact on people’s lives – this can include raising their confidence & self-esteem, finding purpose and many other qualitative indicators. We also use this information to help inform our future programmes and planning.

The MEL Officer will implement systems to meet the needs of donors, project managers and beneficiaries. In this role, you will design and implement data collection systems (surveys, interviews, focus groups), keep up-to-date records and documentation, and ensure data is analysed and shared with relevant teams.

### Responsibilities:

- Establish and maintain the MEL framework of the projects in coordination with all country leadership roles and staff.
- Ensure that each team has appropriate tools and processes in place to monitor project/programme activities in line with donor requirements and the MEL Framework
- Develop and implement monitoring and evaluation tools for each of the projects' indicators, in collaboration with the Programme Managers. This includes designing evaluations/surveys/focus groups and facilitating or carrying out the evaluation process.
- Carry out spot checks to verify data, including quality assurance visits, focus groups and 1-1 interviews.
- Create a sustainable cycle of information and data to ensure monitoring data is collected and stored in an efficient and accessible way and shared regularly with implementing teams.
- Analyse data on a regular basis and ensure that analysis is shared and reviewed by Senior Management; take forward recommendations from Senior Management and support implementing teams to improve programming on this basis.
- Prepare regular monitoring reports to be shared with relevant stakeholders such as donors, as needed.
- Coordinate with the TM's Communications team to utilise MEL findings in public materials.
- Strengthen the capacity of relevant teams in MEL approaches.
- Collaborate closely with the global MEL manager to establish a country specific MEL framework
- Build your knowledge of our impact, such that you can contribute to proposal writing alongside your colleagues.

### Qualifications:

- At least 5-years' experience in monitoring, evaluation, and learning.
- Fluent in Arabic and English
- Good skills in Microsoft Office
- Good skills in designing and coding surveys using XML (Desirable)

### Contract Duration:

Full-time contract, Sunday – Thursday (9am – 5pm)

### Location:

You must be based within Jordan or Palestine and it is preferable that you can travel to and around the West Bank, Jordan and Syria.

### Salary:

Competitive – based on experience.

### Application Pack:

To apply, please submit the following in one PDF document to [Hr.jo@turquoisemountain.org](mailto:Hr.jo@turquoisemountain.org):

In your application pack please include:

A text in English about your background, experiences and motivations for this post (250 words).

A one-page résumé.

Include your e-mail and phone number.

**Application Deadline:**

Please apply before the 9<sup>h</sup> of September 2025.