



Terms of Reference

Operations & Administrative Officer

Background

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 directly 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.

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Context

Turquoise Mountain (TM) in Jordan focuses on traditional craft development and creating economic opportunities for artisans. TM's work includes restoring historic buildings, training craftspeople, and expanding access to both local and international markets. As TM's projects continue to grow across multiple countries, the need for specialized materials and services is also increasing.

The **Operations & Admin Officer** plays a pivotal role in overseeing the efficient and transparent management of operations, procurement, logistics, and administrative activities that support TM's work and ensure compliance with both organizational policies and donor requirements.

Main Responsibilities

1. Inventory Management

- Oversee stock reception and conduct monthly inventory counts.
- Reconcile Work-in-Progress (WIP) records.
- Process stock requests and ensure timely procurement of materials.

2. Procurement Operations

- Conduct market surveys to identify suitable suppliers and products.
- Process approved purchase requests and enter purchase orders into QuickBooks.
- Manage the procurement cycle and ensure invoices are submitted to Finance.
- Ensure timely delivery of procured goods to requesters.

3. Shipping & Logistics Coordination

- Obtain and compare shipping quotations to select suitable shipment methods.
- Ensure proper packaging and shipment readiness.
- Prepare shipment documentation, including waybills, commercial invoices, packing lists, and shipping details.
- Track shipments and share tracking details with Sales and clients.
- Coordinate customs clearance and VAT-related processes, including expense claims.
- Monitor customs clearance for imported goods.

4. Utility Bills Management

- Collect, document, and process monthly utility bills, including internet, fixed lines, electricity, water services, and mobile subscriptions.
- Record invoices in SharePoint and submit them to Finance.

5. Asset Management

- Maintain asset records and conduct annual asset counts for Jabal Amman.

6. Fleet Management

- Monitor vehicle usage and accidents and ensure there are no outstanding traffic violations.

7. Fuel Consumption Monitoring

- Track fuel consumption and ensure fuel cards remain active and functional.

8. Contract Management

- Draft contracts for consultants, third parties, and artisans, including scope of work, responsibilities, deliverables, and payment terms.
- Follow up on payments to ensure timely disbursement according to contract terms.
- Maintain records of contracts and payments.

9. Exhibition & Event Preparation

- Arrange transportation for exhibition materials and products.
- Coordinate with logistics partners for timely delivery to event venues.
- Identify and negotiate with suppliers for exhibition-related services.
- Ensure suppliers deliver services and products according to agreed specifications and timelines

10. Administrative Support

- Serve as the main point of contact for day-to-day administrative coordination in Jordan, working closely with the Country Representative and Finance/HR teams.
- Support onboarding and offboarding processes for staff, consultants, and interns, including preparation of contracts, collection of required documentation, and organizing orientation logistics.

- Assist in drafting, circulating, and tracking administrative documents, such as Terms of Reference (TORs), contract amendments, and confirmations.
- Coordinate recruitment logistics as needed, including posting vacancies, scheduling interviews, preparing interview materials, and managing related documentation.
- Ensure adherence to internal HR policies, Jordanian labor laws, and TM procedures, promptly highlighting any risks or compliance gaps to management.
- Provide comprehensive administrative support to the office, including correspondence, document filing, meeting organization, and facilitation of internal communications.

11. General Support

- Support and perform any additional duties assigned by the line manager.

Qualifications & Experience

- Bachelor's degree or diploma in business administration, management, or a closely related field.
- Minimum 3 years' progressive experience in operations, or administration (experience in a non-profit or international organization preferred).
- Strong computer literacy, particularly MS Excel, Word, and familiarity with financial management systems (QuickBooks preferred).
- Fluency in Arabic and working proficiency in English (spoken and written).
- Excellent organizational skills, attention to detail, and commitment to accuracy and integrity.
- Strong communication and interpersonal skills; ability to work well within a team.
- Proactive approach, with the ability to prioritize, manage multiple tasks, and meet tight deadlines.

Working Conditions:

- **Contract:** Full-time, 12 months with a 3-month probation period.
- **Working hours:** Sunday to Thursday, 9:00 am – 5:00 pm (with occasional flexibility for project events).
- **Location:** Jubeiha and Jabal Amman, Amman, Jordan (with possible field visits).

Application Process:

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

- Cover letter (max 250 words, English) describing your relevant experience and motivation for the post.
- Up-to-date CV.

Only shortlisted candidates will be contacted. Application deadline: **Feb 25th, 2026**