TERMS OF REFERENCE

OUTREACH & ADMIN OFFICER

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 a sense of pride, through heritage. Since 2006 Turquoise Mountain has restored 150 historic and community buildings, trained 10,000 craftspeople, generated direct sales of $7m in craft products and welcomed 1m visitors to our exhibitions worldwide.

Context

The Turquoise Mountain Institute of Design, Crafts and Economic Development proudly leads the way in embracing and reviving traditional crafts and sustaining economic growth. Committed to championing the exceptional cultural heritage of the Levant, the Institute’s ambition is to strengthen the unique cultural and creative industries. Through a comprehensive educational program, members of the Institute learn the skills needed to succeed in the crafts sector. This facilitates artisans to attain financial autonomy by launching their enterprises and actively contributing to the economy.

The Institute seeks an outreach & admin officer to join our team to promote and recruit beneficiaries to our various training programs. The successful candidate will have excellent communication and interpersonal skills and a genuine interest in working with diverse groups. The ideal candidate should have experience building relationships with NGOs, CBOs, Vocational centers, technical universities, and other community sources to facilitate the recruitment and retention of students.
Roles and Responsibilities
This role will be line managed by Head of Training and will be responsible for the following tasks:

- To support the implementation and development of Turquoise Mountain’s craft training program in Jordan.
- Establish and cultivate relationships within the local community to attract potential students.
- Network and build relationships with students and institutions to generate new leads and referrals.
- Develop, plan, and coordinate outreach activities, such as informational sessions, events, workshops, etc.
- Responsible for outreach tasks and recruiting trainees by screening applications, interviewing trainees, and signing them up to the training programs & to ensure all contracts are managed in accordance with their terms of reference.
- Develop and implement comprehensive outreach strategies to raise awareness about the Institute’s programs.
- Represent Turquoise Mountain at external events.
- Proactively work with the communication team to design promotional materials, program information, and other materials needed to recruit students.
- Provide reports and feedback to the line manager based on student inquiries and recruitment activities.
- Track outreach activities and document operational procedures for evaluation and improvement.
- Provide support and assistance for any other tasks assigned by the line manager.

Qualifications and Requirements:

- A degree in Business Administration, Communications, Marketing, Public Relations, or a related field.
- At least 3 years of experience in development projects, preferably related to communication & outreach.
- Ability to manage multiple priorities under pressure, trouble-shoot, and to meet short- and long-term deadlines.
- Excellent written and verbal communication skills (English and Arabic)
- Experience in program administration, operating procedures, oversight, and monitoring.
- Capacity to plan and coordinate sub-sections of the same project over a diversity of environments (vocational training centers, refugee camps, TM Training centres).
- Excellent skills in MS Excel, Word, and Power point.
- Interest in cultural heritage.
**Working hours:**
5 days a week (Sunday to Thursday) from 9:00 am – 5:00 pm

**Contract Duration:**
12 months (3-month probation period)

**Location:**
Jubeiha and Jabal Amman, Hashemite Kingdom of Jordan

**Application Process:**
Cover Letter and CV, please send the application pack to hr jo@turquoisemountain.org. The e-mail subject line should be TM Outreach & Admin Officer – Your Name.

**Application Deadline:**
The application pack – by e-mail must be received by no later than **25th Aug 2023.**