TURQUOISE MOUNTAIN

Terms of Reference

PROJECT ASSISTANT

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 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 array of educational programs, members of the Institute acquire the practical knowledge and aptitude necessary to tap into their potential and enliven the flourishing crafts sector. This facilitates artisans to attain financial autonomy by launching their enterprises and actively contributing to the economy.

In Jordan, the Turquoise Mountain Institute leads a project that implements a comprehensive approach to revitalising the Levant's traditional crafts sector. The project provides technical and design skills training, empowers emerging artisans through entrepreneurship and employment support, and facilitates market linkages for local and regional artisans. By working in partnership with government agencies, NGOs, artisan workshops, and local communities, the project aims to enable emerging artisans and craft entrepreneurs to achieve financial autonomy and preserve the region's unique cultural identity.

Within this framework, the **Project Assistant** provides essential administrative, logistical, and operational support to ensure the successful implementation of project activities across all components. Working closely under the supervision of the Project Coordinator, and in coordination with the Head of the Institute and other team members, the Project Assistant is instrumental in maintaining the smooth day-to-day running of project operations, documentation, and communications with beneficiaries and relevant stakeholders.

Key Responsibilities:

A. Administrative, Logistical, and Operational Support

- Assist in developing and coordinating key activities and training programs.
- Arrange venues, catering, transportation, and supplies for project trainings, workshops, events, and field activities.
- Provide hands-on support during project events, awareness campaigns, and exhibitions.
- Support procurement processes by compiling lists of needed purchases in coordination with trainers, training assistants, and the procurement team, in line with TM's policy.
- Maintain and organize both digital and physical files and records, including contracts, agreements, and project documentation.

B. Outreach, Recruitment, and Trainee Administration

- Support outreach to attract, engage, and recruit new trainees.
- Screen applications, participate in interviews/selection, onboard trainees, and manage documentation throughout the trainee lifecycle.
- Ensure all contracts or training agreements with trainees, trainers, and consultants are prepared, managed, and archived in line with project terms and data protection policies.

C. Training Programme Oversight

- Maintain full oversight of craft vocational/business training requirements, including tracking attendance, compiling and managing databases on training progress, and monitoring training outcomes.
- Coordinate with the finance team on payments of stipends/salaries for trainees and trainers, ensuring accurate record-keeping.
- Develop and update databases to track programme progress.
- Ensure inventory records for all tools, materials, equipment, and assets are consistently maintained, and conduct regular checks and status reports.

D. MEL and Database Support

- Supporting the implementation of continuous Monitoring, Evaluation, and Learning (MEL) processes.
- Assist in collecting data for MEL purposes, including attendance, training results, beneficiary feedback, and outcomes.
- Support the development and refinement of data collection tools (templates, forms), ensuring data is accurately captured and updated.
- Visit project sites regularly, in coordination with the line manager, to verify activities and assist with data collection.
- Liaise with the Programs Lead on data quality and reporting, including inputs for reporting and evaluation purposes.

E. Health & Safety and Compliance

- Ensure compliance with all Health & Safety protocols for trainers and trainees within project facilities and offsite activities.
- Conduct routine Health & Safety inspections and assist with hazard reporting and follow-up actions.
- Maintain and update Health & Safety documentation, logs, and signage as required.

F. Team and Additional Support

- Work closely with all team members to support effective activity implementation across all components.
- Support project staff in all aspects of programme implementation and development as requested.
- Provide additional assistance in other project roles as required and contribute to maintaining a safe, organized, and inclusive environment for all.

Qualifications and Requirements:

- University degree or diploma in administration, social sciences, management, or a related field, or equivalent work experience.
- At least 1–2 years' experience in an administrative or project support role, preferably within the NGO/development, education, or cultural sector.
- Organizational and time management skills, with strong attention to detail and ability to multitask.
- Effective communication and interpersonal skills; comfortable working in a multicultural team and directly with beneficiaries.
- Good IT skills (Microsoft Office Suite; experience with cloud-based file sharing or project management systems is an asset).
- Ability to maintain confidentiality and work with sensitive information.
- Strong commitment to accuracy, reliability, and integrity.
- Fluency in Arabic and good working knowledge of English (spoken and written).

Working Conditions:

Contract: Full-time, 7 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).

-***Salary:***

750 JOD

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.
- Names and contact details of two professional references.

Only shortlisted candidates will be contacted. Application deadline: December 5, 2026