Terms of Reference

TRAINING MANAGER
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 $10m in craft products and welcomed 1m visitors to our exhibitions worldwide.

Turquoise Mountain Training Programme

Turquoise Mountain seeks to ensure the survival of traditional crafts from Jordan, Syria, and the wider Middle East by passing them on to the next generation of artisans through our training programs. Our courses focus particularly on the traditional and at-risk elements of hand-made jewellery making, woodwork, and stonemasonry – including reviving lost or little-practiced techniques such as wood mosaic, mother of pearl inlay, sand casting, filigree and more.

Over the last 3 years we have trained more than 600 students in traditional crafts. Our training programmes take students from the very beginning of the craft journey all the way to joining a workshop or opening their own business and launching their own collections. Our programme has three levels: Entry-level, Apprenticeship, and Advanced Apprenticeship. Alongside our traditional courses we offer wrap-around training in design and business skills. Using our own Artisan Toolkit methodology, we provide artisans with the essential skills needed to be successful when running their own businesses: from invoicing to social media-based branding and marketing to distribution and fulfilment.

The Training Manager will manage the development and implementation of all training programmes, from Entry-level to Advanced Apprenticeship, and across all crafts and additional training including curriculum development, project management, quality assurance of training, assessments, team management and any other activities or special projects necessary for the running of the training programme.

Roles and responsibilities

- Oversee the development and implementation of Turquoise Mountain's craft training program in Jordan including its sub-sections, across various contexts (vocational training centres, workshops, community-based organizations, refugee camps, ...)
- Oversee and manage all aspects of everyday operations of the program and its locations in accordance with procedures and policies including:
  - Recruit trainers, trainees, and additional staff when necessary
- Full oversight of all trainee's education, and training requirements
- Oversee and participate in the development and implementation of the curriculum for each of the crafts involved
- Oversee implementation and development of graduate opportunities in each successive graduating phase
- Manage the budget of the training program
- Maintain links and oversee formal selection procedures for graduate placements into Turquoise Mountain production workshops
- Manage training team (8+ people total); including Training Officers, Training Assistants, Trainers
- Manage relationship with main training partners including Vocational Training Centres, Ministry of Labour, Community-based organizations, and others.
- Provide regular reports on the performance of the project; collecting and maintaining up-to-date MEL data for our donors

Skills

- At least 7-years’ experience in vocational training or higher education and project management
- Fluent in Arabic and English
- Good skills in Microsoft Office
- Interest in cultural heritage is a must

Working hours:

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

Contract Duration:

Full-time

Location:

Between our two offices in Jabal Amman and Jubelha in Amman, Jordan.

Salary:

Commensurate with experience

Application Pack:

Please send the application pack (Cover Letter and CV) to vacancy.jo@turquoisemountain.org.

The e-mail subject line should be TM Training Manager – [Your Name].

Application Deadline:

The application pack must be received by no later than 5pm on the 5th of June 2022.