

Terms of Reference

Junior Administrative Assistant Consultancy

Organization context and scope

The garment industry is one of the leading export industries in the country. In 2019, garment and related exports exceeded USD 1.9 billion and accounted for about 23 percent of Jordan's total exports, with 11 percent growth compared to 2018. The US continued to be Jordan's largest garment export due to the established Free Trade Agreement (FTA) between the two countries.

The Better Work Jordan (BWJ) Programme aims to improve labour standards and enterprise performance in the apparel industry. BWJ was established at the Ministry of Labour request in 2007 and began operations in mid-2008. It is a partnership between the UN's International Labour Organization (ILO) and the World Bank's International Finance Corporation (IFC).

At the enterprise level, BWJ's activities are comprised of two stages. The first stage is designed to identify the needs of enterprises in terms of labour compliance. The second stage focuses on advisory and training services. BWJ works with participating enterprises to develop and implement a unique improvement plan that systematically addresses all violations and deviations from the applicable laws and standards. BWJ's ultimate goal is upgrading enterprise economic and labour standards performance through customized training and remediation.

On the sectoral level, BWJ supports stakeholder organizations representing government, workers, and employers by building their capacity to develop a competitive sector providing employment opportunities in conditions of freedom, equity, security, and human dignity. To this end, BWJ is undertaking several initiatives. These include capacity-building programs for the Ministry of Labour and the General Trade Union of Workers in Textile, Garment, and Clothing and a policy-oriented research project on the apparel sectors' value-added economy.

Background

Over the past ten years, Better Work Jordan has been working with the national tripartite constituents and international brands to improve working conditions and promote decent work in the garment sector. The program's mandatory status, where garment factories exporting to the US market and their subcontractors are required to join the Better Work program, enabled the program to access the entire garment-exporting sector and work with both workers and managers in the factories to promote decent working conditions. Since

then, factories have made significant improvements in terms of working conditions and compliance with labour standards.

However, multiple suicides and attempted suicide cases among migrant workers were reported in Jordan's garment factories during the past years. This is partly attributed to workers' economic uncertainty and further concerns among migrant workers on their distant family members' health and well-being. This situation calls for specific interventions and supports to enhance mental well-being, especially among female migrant workers. More so, and with the rise of the unprecedented COVID19 health crisis, attending to mental health issues becomes even more pressing.

BWJ is implementing a mental health project to enhance the mental health of migrant workers in Jordan. The project started in January 2021, aiming to become more resilient against mental health risks, including seeking psychosocial support when necessary. Besides target factories and the mental health referral system, they reach more workers needing psychosocial support, including women and migrant workers.

Objective

The mental health project requires an admin assistant to support project delivery and implementation, under the supervision of the Mental Health Coordinator and in close collaboration with the Admin team, the project consultant will perform admin support functions for the project.

Duties and responsibilities:

- Prepare correspondence, reports, presentations, and other written materials from oral instructions and written communication in collaboration with the mental health project coordinator, including:
- Support writing Terms of Reference and selecting consultants (collect information, collect proposals, and develop evaluation sheet)
- Assist the team in the preparation of procurement (selection sheet and offers) to include in the purchase requests, supplier agreements, and ensuring compliance with ILO policies, procedures, and regulations.
- Provide interpretation during meetings and translate documents, as required, from Arabic to English and vice-versa.
- Assist in drafting correspondence and writing minutes of meetings, and other similar documentation.
- Assist with data collection and entry into project databases and tools, including any required data analysis.
- Provide with Admin and logistic support during trainings and workshops such as (selecting venues, sending invitations and follow up, prepare attendance sheet and share with Hotel, participate in the workshops and provide with logistic support ,

taking the minutes of meeting, and prepare certificates and verifying the workshops invoices)

- Contribute to regular reports to document project delivery.
- Contribute to development communication materials that highlight project objectives; produce the accumulated minutes of meetings and action points report.
- Provide Administrative support and perform other tasks that may be assigned, as necessary.

Qualifications

Required

- Graduate degree in Project Management, Business Administration, International Relations; or any other related field.
- two years of experience in an NGO, UN or similar setting.
- Good knowledge of procurement and financial rules.
- Excellent written and verbal communication skills in Arabic and English
- Committed to ILO values, including promotion of gender equality.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- time management skills and ability to meet deadlines.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)

Desirable

- Previous experience working with MHPSS projects
- Good knowledge of accounting principles and practices

Deliverables

Timeline

Monthly report stating the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)

Supervision

The Service provider will report to the BWJ mental health project coordinator under the BWJ program manager's overall guidance and work closely with the BWJ team. The mental health project coordinator should approve all deliverables.

Payment Schedule

According to the market rate, the External Collaboration will be paid according to his/her expertise and is asked to submit a financial offer on his/her daily rate. The Service provider will only be paid upon satisfactory completion and approval of deliverables and upon receipt of signed invoices.

Payments	Deliverable	Working days	Expected date
1 st payment	Monthly report stating the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)	18	31 st March 2025
2 nd payment	Monthly report stating the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)	24	31 st May 2025
3 rd payment	Monthly report stating the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)	24	31 st July 2025
4 th payment	Monthly report stating the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)	24	31 st September 2025
5 th payment	Monthly report stating	24	31 st November 2025

	<p>the working days and all the achieved tasks signed by the coordinator. (Consultant monthly time sheet)</p>		
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Confidentiality

The External Collaboration will sign a contract with International Labour Organization that contains clauses on confidentiality and non-disclosure.

Submission

All applicants must send an email to Jordan@betterwork.org titled **Junior Administrative Assistant Consultancy** , with the below information:

- Latest CV
- Proposed daily rate
- Covering letter explaining why they are interested in this consultancy

The deadline to submit your application is 25th January 2025
Only selected applicants will be contacted for an interview.