



TURQUOISE MOUNTAIN

Job Description and Person Profile

Country Representative – TM Jordan

Background

Turquoise Mountain supports artisan 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, Jordan and Palestine. 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.

Turquoise Mountain has been working in the Levant since 2017. Since then, we have supported almost 3000 artisans from Syria, Jordan and Palestine across 40 different craft traditions including, woodworking, glass-blowing, embroidery, jewellery-making and mother-of-pearl inlay. We run a showroom in Amman that sells and showcases world-class products from artisans across the region. Turquoise Mountain also provides high quality vocational training to artisans, alongside connecting artisans to new markets.

We are looking for a person with proven management experience from a **strong commercial background** within the **creative industries**. This reflects Turquoise Mountain's core mission to support artisans by connecting them with international markets. We need a person who can immediately command the respect of the existing team based on their proven track record and experience within creative industries / commercial sectors, as well as colleagues across our other country offices where seamless collaboration is essential. The person needs to be a decisive leader, but also with the humility to truly listen to their team, our partners, artisans and the experienced colleagues in our central team and beyond. The successful candidate will have the support of a warm, friendly, experienced and patient global team, not to mention an incredible team in country, and colleagues from our other country offices.

If you are commercially minded, creative and inspired by this role, please do apply as we would love to meet you.



TURQUOISE MOUNTAIN

Job Description	
Job Title	Country Representative
Department	Jordan
Team	Senior Management Team
Reports to (Line Manager)	CEO
Job Purpose Summary	Manage the existing programmes and staff of Turquoise Mountain Trust in Jordan. Lead on fundraising and strategic planning for all aspects of TM's activities in Jordan.
Key Responsibilities and Accountabilities	
Core Responsibilities	
Leadership, Collaboration & Line Management	
Communicate a clear vision of present and future programme goals and strategies to team members. Incorporate their feedback, and the best of their skills into the programme. Manage, recruit and motivate a skilled, efficient team; incorporate staff development strategies and performance management systems into the team-building process.	
Programme Design and Management	
Implement the strategy of Turquoise Mountain Trust, as directed by the CEO and Trustees to support artisans in Jordan across Turquoise Mountain's key areas of work: Livelihood, Heritage, Skills & Practice, Wellbeing, and Connection.	
Please note that a fundamental way in which the organisation supports artisans is through the sale of craft products to international markets, and that many of the activities, accordingly, are commercial in nature. Responsibilities in this regard include (but are not limited to):	
- Define the commercial strategy in collaboration with the Global Commercial Director. Implement this strategy through commercial operations working with the local and global Sales, Design and Production teams. - Alongside the local team and in collaboration with Global Creative Director and team, establish and lead the creative direction for design and product development in-country, across diverse product areas and in line with organisational target markets. - Work with global teams to identify and deliver high-profile commercial projects and exhibitions, that achieve sales and showcase excellence in craftsmanship and delivery, and harness global connection for artisans. - Work within the wider organisation's marketing framework and brand to ensure the marketing strategy is delivered. This will involve the local Sales, Design and Production team, Marketing team and colleagues globally. - Set sales, marketing and market targets in line with the overall strategy, devolve these within the team and track performance against these metrics, adjusting the approach overall where needed in collaboration with local and international colleagues. - Establish a vision for new programming that leverages Turquoise Mountain's value proposition and networks in Jordan to optimise support to artisan communities.	



TURQUOISE MOUNTAIN

Operations and Financial Management

- Ensure program implementation is on time, on target and on-budget. This includes commercial targets.
- Manage and develop the programme infrastructure and systems including financial management, operations, client and donor relations, ensuring effective and transparent use of resources, and timely reporting systems, in compliance with Turquoise Mountain and donor policies/procedures.
- Ensure that all donor reporting requirements are met and that a proactive approach to communication is adopted with all key stakeholders to the Jordan operation.
- Oversee strategic budgeting and budget management of all internal programmes, and sub-grantees/sub-contractors as applicable. Oversee strategic business planning, market development and sales target setting and monitoring.
- Maintain and develop systems that ensure the safety and security of the team in all aspects of its work according to best practices, Turquoise Mountain operating standards and field realities.

Coordination, Representation and External Relations

- Represent Turquoise Mountain in Jordan with all relevant stakeholders. This includes, but is not limited to, commercial partners, the Jordanian Government, the project staff and beneficiary groups, implementing partners and the wider creative and heritage sector in Jordan, the International Donor Community, and National and International Media.
- Represent Turquoise Mountain outside of Jordan where appropriate and upon request. This may include, and is not limited to, international collaboration on projects, international customers, fundraising efforts, and communication with Board members and stakeholders abroad.
- Communicate a clear vision of present and future programme goals and strategies and actively cultivate productive relationships with internal and external constituents.

Strategic Development & Fundraising

- Lead country commercial business planning with support and oversight from the Commercial Director.
- Lead country creative strategy planning with support and oversight from the Creative Director.
- Lead country operational improvements with support and oversight from the COO
- Explore, evaluate and present innovative funding opportunities, leveraging impact and integrating activities with other NGOs, Art Institutions, International Organisations, commercial partners and other potential project partners with support from the COO and global fundraising team.
- Lead the annual country planning process and report to the CEO and Board on the aims, achievements and issues on the programme.
- Explore, propose and implement new programming in line with the mission of Turquoise Mountain Trust, and in conjunction with the CEO.



TURQUOISE MOUNTAIN

Cross-working

Active engagement, integration and collaboration with Turquoise Mountain's Global Teams is essential across:

- Commercial
- Creative (design development, exhibitions, training etc.)
- Operations – HR, Finance, MEAL, IT etc.

This list is not exhaustive, and other duties may be required as determined by the needs of the organisation.

Person Profile

Job Title	Country Representative
-----------	------------------------

Professional approach:

A genuine collaborator in approach, with natural leadership qualities and an ability to build teams, whether directly under their management or within the wider organisation. Ability to coach and mentor senior managers, empowering others and helping them to take ownership in their areas of expertise. Experience of managing risk in a frequently changing landscape, bringing a flexible approach. Ability to take in information and distil salient points and priorities. Ability to synthesize different information and apply creativity and vision to programme design and country office leadership.

Personal attributes:

A person with a creative background and a commercial mindset.

An energetic and hands-on self-starter.

A creative thinker, who can identify and create opportunities and overcome challenges.

A team worker.

A great communicator.

Someone with appreciation and respect for Jordanian and wider Levantine culture and heritage.

Someone with a commitment to inclusivity.

Someone who thrives working on their own initiative, managing and organising their own workload and meeting deadlines.

Someone who is dependable and credible, with the ability to establish good working relationships at all levels and work across dispersed teams.

Someone who is outcome and impact focussed.



TURQUOISE MOUNTAIN

Someone comfortable with dynamic risk management in complex, changeable environments.

Qualifications:

We are open to candidates qualified by experience.

Formal qualifications that may be advantageous include regional or thematically relevant subjects such as business, marketing, design, area studies, Arabic studies, anthropology – but this list is by no means exhaustive and Turquoise Mountain has had many successful senior managers from a range of backgrounds, which speaks to the breadth of these roles: work-ethos, open-mindedness, creativity, willingness to learn and ability to learn quickly are considered more important than formal qualifications. Candidates with private sector experience/background are encouraged to apply.

Specific job skills and experience:

Essential

- Extensive experience in a commercial role within a creative industry.
- Significant experience in a leadership role.
- Experience of leading and mentoring a diverse team working across programmes and operations.
- Strong interpersonal and communication skills with the ability to build relationships at all levels with colleagues both locally and across international departments, and with external stakeholders.
- Successful track record of managing complex budgets including restricted funds.
- Experience of working with donor reporting requirements and programme budgets.
- Experience of working in a matrix-management or delegated responsibility environment.

Desirable

- Previous work experience in Jordan is desirable
- Experience of working with artisan communities would be a significant advantage

Skills and abilities:

Essential

- Good IT skills including experience of all Microsoft office applications – Word, Excel, Teams, Outlook, SharePoint etc.
- Excellent organisational skills.
- Capable of working under pressure to meet deadlines and dealing with multiple priorities.
- Excellent written and spoken English to an international standard.
- Excellent writing skills across proposals, reports, presentations, etc.
- Ability to communicate effectively and build trust with all internal and external stakeholders is essential.



TURQUOISE MOUNTAIN

- Must have exceptional communication skills and the ability to navigate complex situations with poise.

Desirable

- Levantine Arabic language skills would be very advantageous

This role is based full-time in Jordan, working primarily out of our offices in Amman – but some regional and international travel will be required.

Remuneration is between \$5,800 and \$7,900 per month, depending on experience.

Candidates should submit a covering letter and C.V. to: vacancy@turquoisemountain.org. In the subject line of the e-mail, please mention – ‘Country Representative – Jordan’ and your last name.

Kindly combine covering letter and C.V. as one pdf document.

Please submit your application as soon as possible, but by no later than 7th November 2025. We reserve the right to bring the closing date forward in case of a large volume of applications.