



**NB This role is open to internal candidates already working at Turquoise Mountain Palestine only**  
**Job Description**

<b>Job Title</b>	Commercial Manager
<b>Department</b>	Palestine
<b>Team</b>	Management Team
<b>Reports to (Line Manager)</b>	Country Director
<b>Job Purpose Summary</b>	Leading all commercial activities in Palestine, with the objective of growing sustainable revenues, expanding markets, and strengthening Turquoise Mountain's commercial presence locally and internationally.

### Key Responsibilities and Accountabilities

#### Core Responsibilities

##### **Commercial Strategy & Business Development:**

- Develop a rolling 12-month commercial strategy, identifying target markets, sales channels and sales and marketing activities. This strategy should be supported by market research across key target markets, including customer segmentation, competitor analysis, pricing benchmarks, and demand trends. The strategy should include sales targets.
- Proactively source, obtain, and maintain market intelligence to inform commercial strategy, product development, and sales priorities. This should include evaluating and working with third party commercial entities (including aggregator webstores) to increase sales for our supported artisans)
- Lead the development and implementation of the country commercial strategy in alignment with Turquoise Mountain's local and global commercial objectives
- Identify, evaluate, and pursue new revenue streams, markets, and partnerships.

##### **Sales & Market Expansion:**

- Take overall responsibility for all sales related to Palestine products, both local and internationally and be the main point of contact for all Palestine commercial enquiries and sales, both externally and within TM.
- Build and manage relationships with key clients and partners.
- Lead negotiations on pricing, contracts, and commercial terms.

##### **Product Commercialisation & Production Alignment:**

- Work in close collaboration with the global commercial team and the local and international creative teams in the product development process to ensure that Palestine has the right products for target audiences locally, regionally and internationally in order to maximise sales and incomes for Palestinian artisans.
- Jointly decide on production priorities and volumes based on confirmed orders, sales forecasts, and strategic product lines.
- Provide commercial input into product selection, production quantities, and market adaptations.



- Ensure artisan production capacity is compatible with the goals of the commercial strategy.

### **Commercial Systems & Performance**

- Establish and oversee sales pipelines, CRM, pricing tools, and reporting systems.
- Produce monthly sales reports and forecasts which will be reviewed monthly together with the Country Director and central commercial team.
- Monitor KPIs including revenue, margins, and market penetration.

### **Team Leadership & Capacity Building:**

- Line manage and support sales and commercial staff.
- Provide sales training and performance management.
- Build a commercially oriented and entrepreneurial culture across teams.

### **Cross-Organisational Collaboration:**

- Work in close coordination with Turquoise Mountain's Commercial Team.
- Follow up with Global Commercial Director on strategy, pricing, and partnerships.
- Work closely with Design & Production teams to align creative direction with commercial objectives.
- Coordinate and actively follow up with the Communications and Marketing team on commercial priorities, ensuring timely delivery of promotions, posts, campaigns, product launches, and sales-driven content.

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

### **Person Specification**

#### **Professional Approach**

- A collaborative working style, able to build strong relationships with internal teams and external partners.
- Ability to identify priorities and support problem-solving in a fast-moving commercial environment.
- Capable of working with limited supervision and managing workload effectively.
- Organised and proactive in managing commercial pipelines, reporting, and client relationships.

#### **Personal Attributes**

- Commercially minded with an interest in creative industries, craft, design, or artisan production.
- Energetic, hands-on, and able to take initiative.
- A strong communicator able to build trust with clients, customers, and colleagues.
- Creative thinker able to identify opportunities and overcome challenges.
- Team-oriented, dependable, and credible across dispersed teams.
- Comfortable managing multiple priorities and adapting to changing conditions.



## Qualifications

- Candidates qualified by experience are welcome; formal qualifications are not mandatory.
- Relevant fields such as business, marketing, design, or related commercial areas are desirable.
- Private sector experience is encouraged.

## Specific Job Skills and Experience

- Experience in a commercial, sales, or business development role, ideally within creative or artisan-related sectors.
- Ability to manage client relationships, develop partnerships, and support negotiations on pricing and terms.
- Experience working with budgets, KPIs, or commercial performance reporting.
- Strong interpersonal and communication skills across local and international colleagues.
- Experience managing sales pipelines, CRM systems, or similar commercial tools.

## Skills and Abilities

- Strong IT skills, especially Microsoft Office applications.
- Excellent organisational skills and ability to manage multiple priorities.
- High-quality written and spoken English.
- Levantine Arabic language skills

## Application Details:

- **This role is open to internal candidates already working at Turquoise Mountain Palestine only**
- **Interested candidates should send their CV and covering letter to [vacancy@turquoisemountain.org](mailto:vacancy@turquoisemountain.org)**
- **Deadline for application is TUESDAY, FEBRUARY 17, 2026**