



Boutique Manager, Myanmar

About us

Turquoise Mountain is a charity supporting artisans and communities to protect and revitalise cultural heritage. Founded in 2006 by His Majesty King Charles III, we work directly with artisan communities in Afghanistan, Jordan, Myanmar, Palestine, Saudi Arabia, and Syria. To date, we have trained and employed over 11,500 artisans, restored more than 180 historic buildings, provided primary healthcare to over 275,000 patients, and education and cultural heritage programmes to over 4,500 children.

Turquoise Mountain Myanmar was established in 2016, promoting traditional textile weaving, goldsmithing, and lacquerware production, and the restoration of historic buildings. Turquoise Mountain supports the sales of traditional Myanmar crafts to international markets and showcases artisans' work on the global stage through exhibitions, creative and commercial partnerships, and bespoke commissions. We have also established a hub for design and craft in Yangon, with a strong focus on public outreach and craft education. The hub also has a boutique that brings the best of Myanmar craftsmanship to market.

We are seeking a highly experienced Programme Manager with proven experience in grant and programme management, field activity oversight, and team leadership in development and humanitarian contexts.

About the role

We are seeking a dynamic retail professional who combines creativity, commercial awareness, and operational excellence to lead our boutique and create meaningful customer experiences.

This is an exciting opportunity for someone who enjoys bringing together design, storytelling, customer engagement, and retail performance. As Boutique Manager, you will play an important role in showcasing Myanmar's exceptional craftsmanship to local and international customers while driving boutique growth and success.



[TURQUOISEMOUNTAIN.ORG](https://turquoisemountain.org) | [@TURQUOISEMOUNTAIN](https://twitter.com/turquoisemountain)

Registered Office: Princes Exchange, 1 Earl Grey St, Edinburgh EH3 9EE

Turquoise Mountain Trust is a registered charity no. SC037343 and as a company no. SC299579

Key responsibilities

- Manage daily boutique operations and ensure excellent customer service.
- Create an attractive retail environment through effective product display and merchandising.
- Drive sales performance through customer engagement, retail activities, and sales initiatives.
- Manage stock control, inventory records, and coordination with Production and Finance teams.
- Support exhibitions, fairs, and external sales events when required.
- Develop boutique team capabilities through coaching, product knowledge sharing, and service improvement.
- Monitor sales performance, customer feedback, and retail insights to support continuous improvement.
- Work closely with the A2MM Lead to support retail partnerships, consignment opportunities, and commercial initiatives.

Ownership Areas

- Boutique Sales Performance
- Boutique Operations and Stock Management
- Customer Experience
- Sales Capability

Person Specification

Personal attributes

This role is based in Yangon.

Qualifications

- A bachelor's degree holder with experience in retail management, sales, marketing, brand management, or related fields.

Specific job skills and experience

Essential





- Hands-on experience in retail operations, customer relationship management, and sales performance management.
- Commitment to the organizational's mission, values, and principles.

Desirable

- Interest in cultural heritage, artisan-made products, design, or heritage buildings would be an advantage.

Skills and abilities

- Strong communication skills in Myanmar and English.
- Good organizational skills with the ability to manage multiple priorities.
- Ability to work independently and collaboratively with diverse teams.

What we offer

The role offers flexible working arrangements. You may choose to work full-time (Wednesday to Sunday), four days per week, or full-time with flexible working hours, subject to operational requirements and mutual agreement.

The minimum monthly salary starts at 1,500,000 MMK, depending on experience and suitability for the role.

We encourage applications from local candidates, preferably those currently based in Myanmar.

How to apply

Please submit a CV and covering letter outlining how you fit the person profile, including your relevant experience of working as a project lead or programme manager in development or humanitarian contexts.

Please combine your cover letter and CV as one pdf document.

Submit the document to vacancy.mm@turquoisemountain.org with “Boutique Manager – Myanmar + [your surname]” in the subject line.

Applications will be reviewed on a rolling basis, and only shortlisted candidates will be contacted.

