

# Job Description and Person Profile

## Syria Operations Consultant

### Background

Turquoise Mountain supports artisans and 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 and the Levant. 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 with Syrian artisans in Jordan since 2019. We are now expanding our operations to Syria to contribute to the revitalisation of Syria's great craft traditions and the urban regeneration of cities like Aleppo.

We currently employ an Aleppo Lead overseeing programming, operations and finance in relation to built heritage restoration projects in the Old City of Aleppo. We are now also looking to establish an office in Damascus and have designed projects to support the rebuilding of Syria's craft economy with a focus on Damascus. We are therefore looking for a person to take on the task of ensuring Turquoise Mountain has all the relevant infrastructure in place to support programmes across Syria, but with a focus on Damascus.

Job Description	
Job Title	Syria Operations Consultant
Department	Syria
Job Purpose Summary	<p>This is a role that combines vision with practical leadership, leading the registration of Turquoise Mountain in Syria (as an NGO and business), liaising with government institutions at all levels. The role will lead the set up and design of all initial governance, operations, finance and human resource infrastructure for the Syria country programmes, while securing and establishing an office site that befits Turquoise Mountain's identity as a cultural heritage organisation. The Lead is also responsible for project ideation for Damascus and the region, including project design, proposal writing, and fundraising.</p>

### Key Responsibilities and Accountabilities

#### Core Responsibilities

- Registration:** lead the registration of Turquoise Mountain in Syria, engaging with lawyers and government entities and representatives as appropriate. Explore options, present most viable routes, and oversee and lead the process through to completion. Work closely with the COO and other Central Team members to ensure agreement and buy-in from all relevant departments including operations, governance and finance.
- Turquoise Mountain office:** secure an office site in Damascus for Turquoise Mountain that represents the organisation's identity as a lead cultural heritage organisation and that

embodies the work we do in (built) cultural heritage preservation. Liaise with government and partners as appropriate.

- **Governance, operations and finance infrastructure:** lead the design and set-up of Turquoise Mountain's governance, operations and finance infrastructure. Work closely with Central Team colleagues responsible for governance, operations and finance on this, for example, the COO, Global HR and Governance Lead and Finance Director. Ensure the infrastructure is appropriate for the budget and scope of projects. Ensure all permissions and licenses are in place for any activity.
- **Compliance and policy:** ensure the office has policies in place to operate legally and according to best international practices. Work closely with the HR and Governance Lead to ensure Turquoise Mountain Global Policies are adopted at Syria country-level, and lead on the design of country-specific policies where that is required.
- **HR and team-building:** all of the above will require recruitment and a sound organisational structure to ensure the work and tasks outlined above are achieved. Work with the Global HR & Governance Lead to design an organisational structure for Turquoise Mountain in Damascus, and ensure this is commensurate with available budgets, timelines and scope of work. Communicate a clear vision of programme and project goals to team members. Incorporate their feedback, and ensure buy-in at every level
- **Fundraising, Project Design and Reporting:** lead on fundraising for projects based in or around Damascus for Turquoise Mountain. These might range from projects supporting artisans and communities to built heritage restoration projects – projects need to respond to the cultural heritage needs in Damascus and align with TM's mission, expertise and capacity. Lead on project design and proposal writing, as well as liaison and communications with potential donors. Work closely in this regard with the COO (where it concerns institutional donors) and the Chief Development Officer (where it concerns private donors). Work with the Global MEAL Lead to design MEAL frameworks at both organisational and individual project/donor-level. Lead on reporting for these projects including narrative, visual and finance reports.
- **Partnerships and branding:** explore and establish partnerships with entities (organisations, individuals, etc) who share Turquoise Mountain's values and are supportive of our mission in Damascus and Syria more widely. Build a strong network among stakeholders in the cultural heritage sector in Syria and Damascus specifically, reinforce Turquoise Mountain's reputation as a leading cultural heritage organisation, embodying values in all you undertake
- **Administration and record-keeping:** ensure thorough data gathering and record keeping pertaining to all TM's activities in Damascus. Ensure documents are stored and accessible, including proposals, registration documents, and so on.
- **Community Engagement:** actively involve the local community in all project design and implementation, ensure community buy-in in all aspects of Turquoise Mountain's work.
- **Financial Management:** Manage finances in Damascus. Oversee budgeting and budget management of all activities, including grants and sub-grants/contracts with partners.

- **Security:** Develop and maintain systems that ensure the safety and security of staff members, partners and beneficiaries in all aspects of Turquoise Mountain's work to best practices and field realities.
- Contribute to **strategic development** of all of Turquoise Mountain's activities in Syria

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

### Person Profile

<b>Job Title</b>	Syria Operations Consultant
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#### Professional approach:

Turquoise Mountain in Damascus is focusing heavily on government liaison, networking, office set-up and fundraising, therefore, experience in the development sector setting up new country offices, in-depth knowledge of Syria, a strong local network and highly entrepreneurial attitude is desirable. We are also looking for someone with a constructive and collegiate style that contributes to team harmony and builds community.

#### Personal attributes we are looking for:

- A proactive and engaged leader, comfortable taking initiative.
- A creative thinker, who can identify and create opportunities and overcome challenges.
- A networker.
- A leader with natural gravitas.
- A great communicator.
- Someone with appreciation and respect for Syrian culture and heritage.
- Someone with a commitment to inclusivity.
- Someone with the ability to work on own initiative, manage and organise own workload and meet 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.

#### Specific job skills and experience:

##### Essential

- Significant field-based experience starting or setting up projects/businesses/offices in development or business sector within Syria.
- Significant experience of working in Syria.
- Demonstrable success in managing complex programmes.
- Significant experience of fundraising, leading programme design and management
- Significant experience in operations, including governance.
- Experience building, leading and developing a team.
- Experience building personal networks at all levels, and the ability to utilise connections to identify new opportunities or potential partnerships.
- Demonstrable evidence of having secured new opportunities and built new partnerships within a similar context.

**Desirable**

- Experience of working with artisan communities or within cultural heritage would be an advantage although not essential.

**Skills and abilities:****Essential**

- Excellent networking skills.
- Excellent written and spoken English to an international standard.  
Excellent organisational skills and attention to detail, flexible and able to work remotely and independently.
- Confident user of Microsoft 365 applications (Outlook, Word, Excel, PowerPoint, SharePoint, and Teams).
- Capable of working under pressure to meet deadlines and dealing with multiple priorities

**Desirable**

- Levantine Arabic language skills would be very advantageous.

This role is based full-time in Damascus.

The role is offered on a consultancy basis for a period of six months.

Remuneration is from \$5,000 per month depending on experience. Any other allowances are considered on a case-by-case basis in line with our pay strategy.

We particularly welcome applications from people already living or working in Syria.

To apply, please submit a current CV alongside a covering letter outlining how you fit the person profile, including your relevant experience of working in Damascus. Please combine your cover letter and CV as one pdf document. Submit the document to [vacancy@turquoisemountain.org](mailto:vacancy@turquoisemountain.org) with “Syria Operations Consultant + [your surname]” in the subject line.

Please submit your application by no later than 28<sup>th</sup> February 2026.