TURQUOISE MOUNTAIN

TERMS OF REFERENCE AND PERSONAL PROFILE –SYRIA CRAFTS PRODUCTION OFFICER

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 across Afghanistan, Myanmar, Saudi Arabia, Jordan, Palestine and Syria.

Turquoise Mountain has worked in the Levant since 2017, supporting Syrian, Jordanian and Palestinian artisans across a wide range of craft traditions, including woodworking, textiles, glass-blowing, embroidery, jewellery-making and mother-of-pearl inlay. Our work combines vocational and business training, design and product development, cultural heritage protection and connection to new markets. At the end of 2025 we began work on historic building restoration in Aleppo's Old City – firstly in partnership with the Friends of the Old City of Aleppo and the Tuberculosis Association on the restoration of a TB clinic, and more recently starting work on the restoration of a 17th century Khan near to the Citadel.

We are now launching our work within Syria's craft-economy based out of Damascus, but working across the country. As Turquoise Mountain expands its Syria programme, including both artisan development and built heritage restoration activities in Aleppo, a comprehensive evidence base is required to guide future programming, partnerships and investment in Syria's crafts sector.

We are seeking a Crafts Production Officer who will be Turquoise Mountain's first dedicated production post in Syria and will help translate artisan skill and design ideas into well-made, accurately costed and responsibly delivered products. The role will combine workshop-based production follow-up, technical documentation, quality control, artisan relationship management and practical support to the Syria, Regional and Global Creative and Commercial teams.

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Job Description

Job Title	Crafts Production Officer - Syria
Department	Syria Program
Reports to (Line Manager)	Head of Programs, Syria (initially)
Technical oversight:	Global and Regional Creative and Commercial Teams
Job Purpose Summary	To coordinate and document craft production from sampling through delivery, ensuring products and projects meet agreed design, quality, cost, timing and ethical-production requirements while building strong, trusted relationships with Syrian artisans and workshops.

Key Responsibilities and Accountabilities

1. Production planning and coordination

- Coordinate the product lifecycle from design brief and sampling through production, quality approval, packing and handover for Turquoise Mountain collections, showrooms, exhibitions, commissions and external clients.
- Prepare and maintain clear production plans, schedules and trackers, identifying dependencies, bottlenecks and risks and escalating delays promptly.
- Visit workshops regularly, follow up against agreed milestones and maintain consistent communication with artisans, designers, suppliers and programme colleagues.
- Assist with the execution of large-scale local and international commissions, installations and projects, including site surveys, measurements, production sequencing and progress monitoring.
- Coordinate safe receipt, checking, storage and handover of samples, materials and finished goods.

2. Technical documentation and knowledge management

- Create and maintain complete product records, including specifications, bills of materials, dimensions, technical drawings or marked-up sketches, samples, finishes, construction methods, photographs, lead times and packaging requirements.
- Capture production know-how and lessons learned so that successful processes can be repeated, improved and transferred responsibly without compromising artisan intellectual property or culturally sensitive knowledge.
- Maintain orderly digital and physical production files, version control and sample archives using Turquoise Mountain systems, including SharePoint where required.
- Provide accurate progress information and production data for internal reviews, client updates, reporting and organisational learning.

3. Costing, procurement and supply chains
- Gather and verify inputs for product and project costing, including materials, artisan labour, workshop overheads, wastage, finishing, packaging, transport and contingency.
- Assist the Creative and Commercial teams with quotations and pricing for products and larger commissions, ensuring that assumptions are documented and artisan payments are fair and transparent.
- Research the availability, quality, provenance and cost of raw materials, tools, finishes and specialist services; identify appropriate alternatives where supply is constrained.
- Undertake small purchases for the design and production function in line with Turquoise Mountain procurement, documentation and approval procedures.
- Flag material shortages, price volatility, unsafe substances, quality risks or supply-chain concerns at an early stage.

4. Quality assurance and problem solving
- Agree quality expectations and approval points with designers, project leads and artisans before production begins.
- Inspect samples and finished goods against approved specifications, dimensions, materials, colour, finish, function and workmanship; document non-conformities and coordinate corrective action.
- Research and test practical solutions for construction, making and finishing challenges, drawing on master artisans and technical specialists.
- Support continuous improvement in workshop practices, production consistency, safe handling, packing and reduction of avoidable waste.
- Ensure that no design or production change is adopted without appropriate review, documentation and approval.

5. Artisan and workshop engagement
- Identify and map skilled artisans, craft makers, workshops and suppliers across relevant Syrian craft traditions, in coordination with programme and research colleagues.
- Build, strengthen and maintain respectful working relationships with artisans, recognising them as experts and custodians of living heritage.
- Communicate briefs, specifications, schedules, feedback and payment arrangements clearly in Arabic, and ensure that concerns raised by artisans are recorded and addressed.
- Support inclusive participation and safe working practices, and immediately report safeguarding, exploitation, discrimination, health and safety or reputational concerns through the appropriate channels.
- Contribute to fair, transparent and realistic production agreements that protect quality, livelihoods, cultural integrity and long-term relationships.

6. Teamwork and organisational responsibilities
   - Work closely with the Head of Programmes, Syria and the Global and Regional Creative and Commercial teams, and collaborate with programme, finance, logistics, monitoring and communications colleagues.
   - Contribute to work planning, budgets, donor reporting and programme monitoring by providing accurate production information and evidence.
   - Follow Turquoise Mountain policies and procedures, including safeguarding, health and safety, security, procurement, financial controls, data protection and responsible use of images and artisan information.
   - Undertake other reasonable duties consistent with the purpose and level of the role.

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

Person Profile

Professional approach

The successful candidate will be practical, organised and technically curious, with the confidence to spend significant time in workshops and the discipline to maintain accurate records. They will combine respect for Syrian artisans and living heritage with careful attention to specifications, quality, cost and deadlines. They will be comfortable moving between hands-on problem solving and coordination with multidisciplinary teams, and will understand that strong production systems should strengthen artisan livelihoods rather than displace artisan knowledge or authorship.

Qualifications and experience

- Essential: Relevant practical experience in product design, craft, industrial design, architecture, interior design, production management, engineering or a related field. Practical experience may be supported by a relevant diploma or degree, though this is not essential.
  - Essential: Significant relevant experience working in craft, furniture, interiors, product development, manufacturing, workshop coordination or project production.
  - Essential: Demonstrable experience following products or components from sampling through production and final quality checking.
  - Essential: Experience preparing or interpreting specifications, measurements, drawings, costings and bills of materials.
  - Essential: Experience working directly with artisans, workshops, makers, contractors or suppliers.
  - Desirable: Experience with Syrian or Levantine craft traditions, heritage-led development, exhibitions, installations, hospitality projects or export production.

- Desirable: Experience in a non-profit, social enterprise, cultural heritage or international development environment.

Skills and abilities

- Fluent written and spoken Arabic; working proficiency in English sufficient for communication, documentation and collaboration with global colleagues.
- Strong attention to detail and an ability to identify quality, measurement, finish and construction issues.
- Ability to produce clear technical documentation; competence in Microsoft Office is essential, and familiarity with AutoCAD, SketchUp, Adobe tools or comparable drawing software is desirable.
- Good numerical ability, including accurate measurement, quantity take-offs, costing and comparison of quotations.
- Ability to plan multiple workstreams, maintain trackers and meet deadlines in a changing operational environment.
- Clear, respectful communication and strong relationship-building skills across artisan, technical and organisational teams.
- Willingness and ability to travel regularly within Syria, subject to Turquoise Mountain security procedures.

Personal attributes

- Practical and solutions-focused
- Highly organised and reliable
- Respectful, collaborative and culturally sensitive
- Patient and clear when giving or receiving technical feedback
- Committed to quality, fairness and artisan livelihoods
- Comfortable working independently and taking initiative
- Committed to safeguarding, ethical practice and responsible stewardship of cultural knowledge

This role is based full-time in Syria.

Remuneration is $1,800 per month (Gross).

Candidates should submit a covering letter and C.V. to: vacancy.sy@turquoisemountain.org. In the subject line of the e-mail, please mention – 'Crafts Production Officer – Syria' 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 December 2026. We reserve the right to bring the closing date forward in case of a large volume of applications.