



Deputy Operations Manager

Report To: Operations Manager/ Lead Engineer

Technical Counterpart: N/A

Employment Type: Full Time

Salary: Level 7

Duty Based: Yangon

Start Date: ASAP

Duration: 1 year employment contract with 3-months probationary period

Background: Turquoise Mountain was founded by His Majesty King Charles III (the then Prince of Wales) in 2006. Inspired by His Majesty's vision of heritage-led regeneration, we support artisans and their communities with everything they need to sustain themselves and revitalize their heritage, in Afghanistan, Myanmar, and across the Middle East.

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

Purpose of the Position: Under the supervision of Operations Manager/Lead Engineer, the Deputy Operations Manager provides technical, operational, and administrative support to the operations team. The role involves leading, supervising, and monitoring daily activities and team challenges to ensure successful implementation while collaborating with all necessary TM team members.

DUTIES AND RESPONSIBILITIES

- Support the Operations Team in ensuring the smooth running of facilities in all the buildings at Turquoise Mountain in Yangon.
- Manage a team of cleaning, security and administrative staff, to ensure their effectiveness. Support regular 1:1s, annual reviews, manage all absence, disciplinary or capability concerns in a timely and professional manner.
- Working alongside the Operations Manager/ Lead Engineer to ensure all procurement guidelines are followed.



- Working alongside the Commercial Manager and Events Assistant to ensure that events are well-planned, and facilities considerations are well managed both before, during and after events.
- Working with the Commercial Manager and Boutique Coordinator/s to support the commercial activities operating within the Cultural Centre.
- Liaising with the Café operators to ensure the kitchen and dining rooms are kept in a good state of repair and are always fully operational.
- Encourage open and honest communication within the Operations team, and with colleagues from other teams.
- Ensure appropriate insurance cover is in place for all operations and vehicles.
- Monitor and advise on energy efficiency measures as appropriate.
- Educate and apply operations, administrative, and procurement policies to ensure a smooth operational workflow.
- Ensure all suppliers are vetted before issuing purchase order or contract and regular monitoring of each procurement activity and report to Operations Manager for any symptoms of fraud or corruption.
- Prepare monthly budget approval documents and other related paperwork.
- Lead the market survey, price list survey, vendor selection process when required.
- Oversee and manage the fixed assets list, inventory database, and logistics report.
- Assist the Operations Manager in risk assessment and mitigation strategies for operational functions.
- Facilitate training and capacity-building initiatives for the operations team.
- Ensure timely maintenance and management of office facilities, equipment, and assets.
- Ensure compliance with internal operational policies and procedures in all operational activities.
- Deputise for the Operations Manager when required.

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

QUALIFICATION AND EXPERIENCE

- Bachelor's degree in business administration, operations management, or a related field is preferred though not essential.
- Significant experience providing direct line management to multi-disciplinary teams.
- Evidence of leading a team or regularly seconding for the team lead in a previous role.
- Demonstrable experience of working with relevant Ministries, Township offices, Licensing authorities and other government departments.



- Evidence of experience in overseeing procurement for both day-to-day consumables and larger one-off purchases.
- Experience of managing performance or disciplinary challenges.
- Experience of using data to drive decision-making.
- Excellent communication and team coordination abilities.
- Ability to communicate verbally and in written form in both English and Myanmar language.
- Excellent leadership, problem solving, and organizational skills; including time management, and ability to meet deadlines and work under pressure.
- Willingness to get involved during events, to ensure they run smoothly.
- Experienced user of MS Office applications, including Excel, Word, PowerPoint, Teams, Outlook etc.
- Entrepreneurial and creative spirit is a must.
- Experience working for an NGO or non-profit organisation would be an advantage, though not essential.
- An understanding or interest in cultural heritage, artisan-made products, or heritage buildings would be an advantage, though not essential.

Candidates should submit their covering letter and C.V. as an attachment to: vacancy.mm@turquoisemountain.org no later than **4-May-2025, Sunday**. In the email subject line, please mention _ **Application for Deputy Operations Manager**. Kindly combine Cover Letter and C.V. as **one pdf document** and avoiding sending us certificates and other large size documents and word documents.