



Jewellery Production Manager

Report To: Country Director, Myanmar

Technical Counterpart: N/A

Employment Type: Full Time

Salary: Level 9

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 hub for design, and craft in Yangon, Myanmar with a strong focus on public outreach and crafts education. The hub also has a boutique that brings the best of Myanmar craftsmanship to market.

Purpose of the Position: The Jewellery Production Manager is responsible for leading, coordinating, and optimizing the entire handcrafted jewellery production process. This includes planning and monitoring production activities, ensuring the availability of raw materials, managing team workflows, and meeting delivery deadlines without compromising quality. The role requires a balanced combination of technical expertise, leadership, and strategic planning.

The Manager will handle both domestic and international client requests, manage costing and procurement processes, and collaborate closely with the jewellery production team, creative team and commercial team to ensure smooth, efficient workshop operations and timely delivery of handmade jewellery of exceptional quality.

The Manager will oversee the production workflow, enforce strict quality control standards, and lead a diverse team with a focus on strong coordination, ethical conduct, and timely output. Additionally, the Manager will mentor team members to foster workplace morale, professional growth, and integrity.

DUTIES AND RESPONSIBILITIES

Production, Planning and Monitoring

- Understand customer requirements and align production plans with sales forecasts and deadlines.
- Schedule tasks based on artisans' skills, both in-house or individual partners or from partner workshops, and supervise timely procurement of raw materials and tools.
- Monitor daily outputs, maintain workflow consistency, and conduct regular quality checks.



Workshop Management and Operational Efficiency

- Review detailed records of workshop activities provided by the Jewellery Production Supervisor, oversee production progress and inventory, and implement systems to track the distribution and recovery of gold and consumables.
- Analyse gold mixing processes and provide technical advice to minimize wastage and improve output.
- Guide artisans, including trainee artisans, on handmade jewellery education including efficient techniques and optimize manufacturing timelines.
- Continuously improve workflows to boost productivity and develop contingency plans to address disruptions and material shortages.

Costing and Resource Management

- Oversee costing of all items produced in the workshop.
- Coordinate with the operations team to verify vendor rates and ensure cost-effectiveness of outsourced services (e.g., CAD/CAM, casting, laser soldering).
- Monitor and implement cost-reduction strategies for outsourcing, materials, and workforce expenses.
- Ensure proper resource management for tools, materials, and consumables without compromising quality.

Team Leadership, Performance Management, and Reporting

- Manage domestic and international client requests.
- Ensure timely production updates and monthly reports on production progress, and challenges to Country Director.
- Lead and mentor the Jewellery Production team to build a positive, accountable, and high-performing team culture.
- Support recruitment efforts for workshop staff and consultants.
- Develop KPIs in line with team performance objectives and production targets and address escalated production issues with clear guidance.
- Conduct regular skill assessments, provide training and technical solutions to design and production challenges, and promote workplace moral and ethical conduct through inclusive leadership and mentorship.

QUALIFICATION AND EXPERIENCE

- Significant experience of progressive experience in fine jewellery manufacturing, including team leadership and production oversight.
- Extensive knowledge of fine jewellery production, including component creation, soldering, polishing, gemstone setting, and gold assaying techniques.



- Bachelor's degree in Jewellery Design and Production, or the equivalent qualification through experience would be beneficial though not required.
- Advanced diploma or technical certification in jewellery production or metalsmithing is an asset.
- Understanding of tools, machines, and safety precautions used in handmade jewellery making.
- Demonstrable experience of working with both domestic and international clients, and managing outsourcing partners, is highly desirable.
- Proven ability to calculate product costs and estimate material loss, particularly gold.
- Proficient in English (written and spoken); knowledge of Myanmar language is an asset.
- Experience of managing performance or disciplinary challenges and using data to drive decision-making.
- Excellent communication, leadership, and organizational skills.
- Advanced Excel proficiency and strong attention to detail with a methodical and accurate approach.
- Self-motivated, able to manage multiple priorities and meet deadlines independently.
- Demonstrated cross-cultural competence and experience working with diverse or dispersed teams.
- Experience working for an NGO or non-profit organisation would be an advantage.
- 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 **29-June-2025, Sunday**. In the email subject line, please mention _ **Application for Jewellery Production 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. **Please note that interviews will be conducted on a rolling basis.**