



November 2025

Account Manager

Would you like to be involved in creating beautiful printed fabrics and wallpapers?

Ivo Textiles is a leading textile manufacturing company based in West London and is proud to have been printing fine textiles and wallpapers in the UK since 1963. We produce Printed Textiles mainly for furnishing fabrics and wall coverings for many market leaders as well as contract commissions for palaces, embassies, private houses and hotels.

As part of improving our overall service, we are creating a new role of Account Manager to support our customers within the production cycle at our factory.

As the lead point of contact, you would be representing your customers onsite to ensure that their orders are processed, communicated and delivered in line with client expectations. This is not just an office based role, it involves a substantial amount of time on the production floor working with staff to ensure that orders are completed to standard and on time.

A love of interior textiles and knowledge of screen printing is essential.

Ideally you will have to have a relevant degree, however proven experience with supporting customers with orders, and the ability to develop excellent working relationships with all staff no matter their role are essential.

You will also need to demonstrate strong organisational skills and be able to handle multiple projects within time driven deadlines.

This role is ideal for someone who thrives on client engagement, operational excellence, and team leadership and is an excellent opportunity for someone experienced in or commissioning screen printing and digital printing of fabrics to take the next step up into a more senior role.

Job Duties include but are not limited to;

- Attend sales/briefing meetings for prospective and existing clients
- Liaise closely with the production team to establish best method, timings and costs for any enquiries.
- Negotiate and close orders with existing and new clients
- Monitor the budget of the client, explain costs or expenditures and discussing new terms if necessary
- Oversee the artwork, screens, sampling, fabric, printing, finishing and delivery of all orders related to specified accounts. If a problem arises, coordinate with the appropriate department within the company to resolve the situation.
- Ensure orders are progressed on time and to budget.
- Communicate to clients clearly and address any concerns promptly, resolving any conflicts that may arise.
- Follow up clients to ensure they are satisfied with the company's products or services.
- Liaise with clients to understand any future work that may be available to us.

- Contribute information to sales strategies by assessing current product results, monitoring competitive products, assessing needs to be filled and analysing customer reactions.
- Carry out any other role as reasonably required by the company.

Qualifications and experience

- Preferred: educated to degree level in relevant professional qualification, ie. BA in Design Textiles with at least 2 years' experience working in or commissioning screen printing and digital printing of fabrics.
- Essential if not qualified, at least 5 years' relevant experience
- Essential: 2 years' experience in customer service.
- Preferred: experience in a studio or production office within the printed textile market for interiors

Competencies

- A love of interior textiles is essential.
- Sensitive eye for colour and market trends for the interiors market.
- Commercially sound (robust price and margin management)
- Ability to deliver bespoke solutions to clients, through all aspects of the commission, print and delivery process
- Strong organisational skills and be able to handle multiple projects within time driven deadlines
- Able to build rapport and excellent team working relationships at all levels with client and colleagues alike.
- Energy, ambition, passion & ethos that engages people at all levels
- Highly effective verbal & written communication.
- Highly competent with standard computer software and willingness to learn relevant sales optimisation tools

Hours: 8am to 4pm Monday to Friday

Salary: Competitive & dependent on experience.

Deadline: Open until post filled.

If you would like to apply for this position, please email your cover letter and cv to suzie@ivo.co.uk

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