



ABOUT THE COMPANY

The Lacquer Company produces lacquer furniture and accessories, handmade by skilled craftsmen in Saigon, Vietnam and sold worldwide. The Company is based in London but has a predominant presence in the US and opened its first US showroom in the New York Design Center in spring 2026. The business is owner-led, based in London, with an equal presence in the US, and works primarily with high-end residential interior designers and wholesale partners.

EXECUTIVE ASSISTANT

This is a senior, trusted position as the right hand to our Founder & CEO, James Lowther. The Executive Assistant will run his diary, protect his time and act as his proxy when he is travelling, so that he can be confident things are handled in his absence.

The role goes well beyond traditional executive support. The Executive Assistant will work across finance, HR, legal coordination and day-to-day operations, and act as the link between our London, New York and Saigon offices. They will handle sensitive and confidential matters, use their own judgement, and be comfortable making decisions and solving problems without being asked.

Just as important as polish is character. We are looking for someone who stays steady when priorities change fast, raises problems early and directly without being asked, and is comfortable respectfully disagreeing with a hands-on founder.

Reports to: James Lowther, Founder & CEO

Works closely with: Our Fractional CFO and external accountants, external lawyers, and the teams in London, New York and Vietnam.

KEY RESPONSIBILITIES

Supporting the CEO

- Own James's diary, prioritising ruthlessly and protecting time for the work that matters
- Manage his inbox: triage, draft replies, and flag what needs his attention
- Prepare him for meetings with briefing notes, papers and follow-up actions
- Act as his proxy and first point of contact, representing him with clients, suppliers, advisers and staff
- Track his commitments with suppliers and partners, and projects and deadlines across the team, chasing politely but firmly
- Handle limited personal admin

Finance & Expenses

- Manage expenses for James and the team, including reconciliation and submissions to the finance team
- Support supplier payments, invoice queries and liaising with bookkeeper and finance as needed
- Work with our Fractional CFO and external accountants, preparing concise information for reviews, audits and renewals
- Review contracts and fee proposals from advisers and service providers, and flag points for James



Legal & HR Coordination

- Coordinate with external lawyers on contracts, intellectual property and other legal matters, keeping files and deadlines in order
- Support HR administration across the UK, US and Vietnam teams, including contracts, onboarding, policies and staff visas
- Coordinate recruitment admin from start to finish.
- Handle sensitive and confidential matters with complete discretion

Operations & Projects

- Support the Operations team with the business's systems and tools, such as inventory or ERP software, and help improve how we work
- Support new product development and the launch of new collections, keeping timelines on track between design and Vietnam production
- Look after the London office and showroom, including housekeeping, visitors and presentation
- Act as the main link between London, New York and Saigon, keeping communication clear and projects moving across time zones

Clients & Brand

- Be a welcoming face and voice for clients, designers, suppliers and visitors, in line with our standards of customer service. Although this is not a sales role, there is a client-facing element to the role
- Organise occasional team building events

CANDIDATE PROFILE

- 5+ years supporting a CEO, founder or senior executive, ideally in a small, fast-moving or international business
- Experience handling expenses, supplier payments or basic finance administration
- Exposure to HR, legal or contract administration, or a clear appetite to learn it
- Experience coordinating teams or suppliers across time zones
- Absolute discretion and sound judgement with confidential information
- Calm and unflappable when priorities change fast
- Raises problems early and directly, without needing to be asked
- Comfortable disagreeing with a strong personality, respectfully, and open to feedback in return
- Proactive and self-directed, able to anticipate needs and take initiative, with sound judgement about what matters most
- Exceptional written and spoken English, with a polished, professional manner and excellent attention to detail
- Strong IT skills across Microsoft Office (Outlook, Word, Excel, PowerPoint), proficient using AI advantageously and a willingness to learn new systems and inventory software
- Warm, diplomatic and professional with clients, suppliers and colleagues at every level
- Experience supporting recruitment or onboarding is a plus
- Experience in luxury, interiors, design or hospitality is welcome, but not essential



PRACTICAL DETAILS

- Hours: Full-time, 37.5 hours per week, Monday to Friday, 9.30am to 5.30pm. James travels frequently to Saigon and New York, and our offices work across very different time zones, so expect regular flexibility at the start or end of the day and occasional out-of-hours contact for urgent matters.
- Location: Our showroom is on Pimlico Road, Belgravia.
- Working from home: At least one day per week
- Travel: Occasional travel to the US or Vietnam offices may be required.
- Salary: £60,000 to £80,000 p.a.

To apply

Please send your CV and a short covering note to showroom@thelacquercompany.com.