

ATELIER 001

Senior Sales Administrator

Location: London, UK (On-site)
Company: Atelier001

About Atelier001

Atelier001 is an award-winning luxury design studio specialising in handcrafted lighting that combines exceptional craftsmanship, sustainability, and timeless design. Working with leading interior designers, architects, and private clients across the globe, we create bespoke lighting collections for prestigious residential, hospitality, and commercial projects.

As our business continues to grow internationally, we are looking for an experienced Senior Sales Administrator to play a key role in supporting our sales operations and delivering an outstanding client experience.

The Role

This is a pivotal position within the business, responsible for managing the sales administration process from initial quotation through to delivery and aftercare. You will work closely with our sales, production, logistics, and finance teams to ensure every order is managed accurately and efficiently.

This role is ideal for someone who thrives in a fast-paced environment, enjoys problem-solving, and takes pride in delivering exceptional service. While previous lighting experience is not essential, experience within the luxury interiors, furniture, textiles, or design industry would be highly advantageous.

This is an operational role rather than a creative one, making it perfect for someone who enjoys organisation, process management, and supporting a high-performing sales team.

Key Responsibilities

- Manage quotations, proformas, invoices, and sales orders.
- Process bespoke orders accurately.
- Track orders from enquiry to delivery.
- Update and maintain Pipedrive CRM.
- Coordinate with production, logistics, and finance.
- Monitor lead times and shipping schedules.
- Provide excellent customer service.
- Resolve customer queries efficiently.
- Prepare sales and pipeline reports.
- Support the sales team with daily administration.
- Identify and improve internal processes.

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Systems & Software

You'll be confident using a range of business systems, including:

- Pipedrive CRM - Experienced user with a excellent knowledge of CRM systems.
- Microsoft Excel - Advanced level of experience.
- Microsoft Word - Experienced user.
- Invoicing software - Experienced user.

About You

We're looking for someone who is highly organised, commercially aware, and passionate about delivering excellent customer service.

You'll ideally have:

- 5+ years' sales administration experience.
- Experience in luxury interiors, furniture, lighting, or design.
- Strong organisational skills.
- Excellent attention to detail.
- Confident communicator.
- Able to manage multiple projects.
- Experienced with CRM systems.
- Strong Excel skills.
- Proactive and reliable.
- Professional and client-focused.

What We Offer

- Competitive salary.
- Private healthcare.
- Company pension.
- Friendly, supportive team.
- Career development opportunities.
- Work on prestigious international projects.

How to Apply

If you're an organised, detail-oriented professional looking to join a growing luxury brand, we'd love to hear from you.

Please send your CV and a short cover letter outlining your experience and interest in the role to hr@atelier001.com.