

ALFRED NEWALL

SALES & OPERATIONS COORDINATOR

Contract type: Full time

Salary: TBC

Location: Berwick, Near Lewes, BN26 5QS

We are on the lookout for a Sales and Operations Coordinator to join our growing team at ALFRED NEWALL. This would be a full-time role, based in our Sussex studio.

THE COMPANY

Alfred Newall makes honest furniture made to last. Built on a love of utility as well as tradition ALFRED NEWALL pieces are useful and beautiful additions to homes worldwide. Based in Sussex, the brand operates from a workshop with 12 furniture makers and a studio with a team of 4. Alfred and his team create signature collections and bespoke pieces for private and commercial clients, working with some of the world's leading interior designers and stockists. Furniture making is always a pleasure for the team, with practicality, beauty and longevity at the heart of what we do.

THE ROLE

We are looking for a Sales and Operations Coordinator to join the team, offering vital support to the running of the studio, processing of sales orders and organisation. The role would be a great opportunity for someone who would like to start work within a creative industry supporting a busy and friendly team. The position would allow someone to gain experience in all aspects of the business with prospects to grow with the company over time.

This position will suit someone with experience in luxury interiors, bespoke production, or design-led businesses, who enjoys managing client relationships, overseeing complex orders, and ensuring projects run smoothly from enquiry through to delivery. An interest in design, interiors or production is highly valued. Working closely with the managers in the studio and the founder you will play a key role in coordinating sales activity (both trade and retail), production, and delivery, while maintaining a considered client experience. You will have oversight of multiple projects at varying stages, acting as a central point of communication for the team and ensuring timelines, expectations, and quality standards are met.

Working from our studio in East Sussex, this is a great opportunity to become an integral part of a dynamic team.

The ideal applicant will be keen to learn, with a can-do attitude and a diligent and accurate approach to tasks. The role would include but not be limited to:

- Working closely with the studio team on organisation and running of the studio.
- Entering sales orders for trade and retail - keeping track of details for production, liaising with clients or the team for missing information.
- Prepare quotations, confirm orders and send invoices.
- Assisting with aspects of customer experience, including product enquiries, order processing and sample sendouts.
- Support our Logistics & Operations Manager; organising regular shipments and deliveries worldwide.
- Collaborating closely with our Logistics & Operations Manager to support our weekly UK van deliveries and international shipments.
- Support the organisation of our trade account database, ensuring all details are logged and kept up to date.

- Assisting with imagery including organisation of image library and creation of cutouts.
- Creating drawing files, where relevant, for custom pieces and keeping the drawing library well organised.
- Assisting with the day to day running of the studio. Maintaining an organised and welcoming studio environment.
- Aiding workshop organisation through regular inventory and stock room management.
- Assisting with marketing tasks as required from press releases, lookbooks and digital assets.
- Supporting the wider studio team with logistics, preparing for collection launches, shoots and other brand activities.

As we are a small, growing business, you should be keen to help with other tasks outside your brief as they arise.

ROLE REQUIREMENTS:

- Motivated and proactive team player with willingness to learn and attention to detail.
- Excellent IT skills, confidence and proficiency with Google suite is preferable. Shopify, Xero and Asana experience is a bonus but not essential.
- Brilliant written and verbal communication skills.
- Adaptable, this is a varied role which requires someone who is self motivated and able to work across a variety of tasks on any given day.
- Supportive and organised approach to work, with ability to successfully communicate with all members of the team and actively support them.
- A keen interest in interiors and furniture making or design would be beneficial but not essential.
- Understanding of the ALFRED NEWALL brand and enthusiastic to be part of our growth.
- The role is studio based in East Sussex, and due to the rural location a car is recommended.

FURTHER DETAILS

- Full-time (Part-time applications would be considered, if necessary)
- 9am - 5:30pm, Monday - Friday
- Salary: negotiable depending on experience
- Location: BN26 5QS
- 28 days holiday, including bank holidays
- Workplace pension offered through NEST
- A creative, friendly and supportive work environment.

To apply please send your CV and cover letter to melissa@alfrednewall.com clearly stating the job role in the subject line of the email.

Applications to be sent by 18.2.26