

## Christopher Farr | cloth

### *Operations Manager (Fixed-term contract to cover maternity leave)*

Christopher Farr Cloth is seeking an enthusiastic, motivated, and driven Operations Manager to join our head office team in London on a 10-month fixed-term contract covering maternity leave. The ideal candidate will have a degree in a textile-related discipline or relevant professional experience. This is an excellent opportunity for someone looking to build on their experience and take the next step in their career.

A small introduction to Christopher Farr – the rug company was started in the 80s by artist and designer Christopher Farr who set out to unite heritage textile craftsmanship with contemporary design vision. Along with Christopher's own work, we are privileged to collaborate with a considered roster of international artists, architects, fashion designers and other visionaries. The Cloth division was a natural progression in 2000 and is underpinned by a commitment to the finest materials, traditional craftsmanship and collaborations with both contemporary artists and archival collections such as Raoul Dufy. Today the collection encompasses fabrics, wallcoverings, passementeries and accessories reflecting a passion for time-honoured textile production processes and an intellectual yet playful approach to design and experimentation.

#### **Your responsibilities will include (but will not be limited to) the following:**

- Operate as a standalone function within the business, taking full ownership of the role and its responsibilities.
- Act as a key point of contact for multiple internal teams and external stakeholders, ensuring clear and effective communication.
- Quickly develop a comprehensive understanding of systems, processes, and relationships to support efficient decision-making and problem-solving.
- Produce detailed sales reports on a monthly, biannual, and annual basis.
- Prepare annual (and ad hoc quarterly) royalty reports for design partners.
- Set and track annual targets across territories and showrooms.
- Analyse performance of new collections through quarterly reporting.
- Deliver biannual analysis of sample sales versus order conversion.
- Manage and maintain website integration with the company's custom ERP system, liaising with developers to resolve issues and implement improvements.
- Oversee additional system integrations, including US tax and mobile applications, ensuring seamless functionality.
- Manage inbound stock from suppliers, ensuring accurate booking and timely allocation against outstanding orders.
- Monitor and maintain optimal stock levels across product and sample inventory.
- Oversee pricing updates, including new product launches and supplier increases, ensuring alignment with company margins.
- Oversee order processing and reserve allocation across EU territories and selected US regions, ensuring smooth and accurate order flow across the team.
- Monitor and support all order workflows, troubleshooting issues and maintaining high service standards.
- Approve and set up trade accounts in line with company requirements.
- Co-ordinate team schedules, including holiday, sick leave, remote working, and the company calendar.
- Provide cross-functional support by covering key roles during periods of absence.
- Support and collaborate with team members across departments, maintaining a strong understanding of roles to assist with problem-solving and workflow continuity.
- Provide administrative support to global accounts teams as required and have basic knowledge of varying global tax requirements.
- Handle incoming calls and email enquiries in a professional and timely manner.

#### **Requirements**

- Proficient in the Microsoft Office suite, especially excel.
- Eager to learn, positive and self-motivated.
- Graduate in Textile Design (or related field).
- Organised, hardworking and meticulous with an eye for detail.
- Strong communication skills.
- Thrives in a fast-paced working environment.
- Excellent time management and ability to adapt to change.
- Enjoys working as part of a team.

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### Application

Please apply with a CV and cover letter to Hannah Nash [hannah@christopherfarrcloth.com](mailto:hannah@christopherfarrcloth.com)  
We will endeavour to get back to you within 48 hours.

### Commitment:

Full-time (9-6PM)

### Location:

Kings Road, London

### Salary:

Competitive