

ISABELLA WORSLEY

Collection Sales & Operations Manager

Isabella Worsley Ltd. – London

The Isabella Worsley Collection offers a curated range of fabrics, wallpapers and home accessories to both trade and private clients. Built on the studio's established brand, the Collection combines a strong sense of materiality and craftsmanship with a commercially driven approach to product development and distribution. As the Collection enters its next phase of growth, we are focused on a significant rebranding, scaling both our product offering and our presence within the international design market, while maintaining a high level of service and attention to detail.

Job Overview

Isabella Worsley Ltd. is seeking a commercially driven **Sales & Operations Manager** to lead the performance and growth of our interiors Collection.

This role combines **sales leadership, operational oversight, and commercial strategy**, with responsibility for driving revenue, managing key client relationships, and building the systems required to scale.

You will work closely with the Creative Director and oversee a junior support function. This is an exciting role for someone that wants to be a key player in the development of a growing company.

Key Responsibilities

Sales & Client Development

- Oversee sales across both trade and private clients, supporting the continued growth of the collection in a considered and sustainable way
- Build and nurture relationships with interior designers and private clients, acting as a thoughtful and knowledgeable point of contact
- Develop a strong understanding of each client's needs, offering a tailored and highly personal service throughout
- Identify and cultivate new opportunities through organic outreach, introductions, and engagement within the design community
- Represent the collection in a natural and authentic way, whether through client meetings, showroom visits, or industry events
- Maintain regular communication with clients, ensuring they are informed of new launches, product developments, and availability
- Work closely with the wider team to ensure sales activity reflects the overall direction and aesthetic of the brand

Order & Operations Management

- Oversee the full lifecycle of each order, ensuring a smooth and considered process from initial confirmation through to delivery
- Coordinate closely with clients, suppliers, and warehouse partners to ensure orders are fulfilled accurately and in line with expectations
- Maintain a clear view across production, stock, and logistics, supporting a seamless flow of information and delivery timelines
- Support the ongoing refinement of operational processes to ensure they remain efficient while aligned with the level of service expected of the brand
- Ensure a consistently high standard of client experience, with clear and thoughtful communication at each stage of the process
- Manage and improve the newly implemented CRM and operational systems, ensuring efficiency in process and standards and data accuracy across all areas

Commercial Oversight

- Maintain a clear view of sales performance and overall commercial health of the collection, ensuring it evolves in a balanced and considered way
- Support pricing decisions with an understanding of positioning, materials, and market context, ensuring consistency across the range
- Review performance across products and categories, identifying where the collection can be refined, expanded, or adjusted over time
- Contribute to a thoughtful approach to growth, balancing creative direction with commercial viability

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Product & Supplier Strategy

- Work closely with the Creative Director and Junior Product Developer to shape the ongoing development and future direction of the collection, ensuring it remains cohesive, relevant, and aligned with the studio's aesthetic
- Oversee the development of new products from initial concept through to final production, maintaining a considered approach to materiality, colour, and finish
- Build and maintain strong relationships with key suppliers and makers, acting as a consistent and trusted point of contact
- Collaborate with suppliers to ensure quality, consistency, and attention to detail across all products
- Contribute to the evolution of the collection through thoughtful expansion, including new product categories, refinements to existing designs, and the introduction of new colourways
- Balance creative direction with an understanding of performance, ensuring the collection develops in a way that is both distinctive and commercially viable

Growth & Partnerships

- Support the considered expansion of the Collection into new markets and channels, with a focus on building a presence that feels aligned with the brand and its positioning
 - Develop and nurture relationships with agents, distributors, and key partners, both in the UK and internationally, ensuring they represent the collection with clarity and consistency
 - Identify opportunities for growth through thoughtful partnerships, collaborations, and introductions within the design community
 - Work closely with the Creative Director to explore and shape new routes to market, including international representation and showroom partnerships
 - Support the planning and delivery of events, pop-ups, and client-facing moments that strengthen brand visibility and engagement
 - Contribute to a broader strategy for growth, balancing expansion with a measured and curated approach
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Experience & Skills

- 4–7 years' experience in a sales, operations, or commercial role within a design-led product business (interiors, textiles, furniture or similar)
 - Proven experience managing client relationships and driving revenue, ideally across both trade and private clients
 - Demonstrated ownership of the full sales lifecycle, from enquiry through to fulfilment
 - Experience working with suppliers, production partners, or made-to-order products
 - Strong exposure to sales operations and systems (CRM, order management, invoicing workflows)
 - Experience in a fast-paced, small team environment, with a high level of autonomy
 - Strong understanding of pricing, margins, and commercial performance
 - Highly organised with the ability to oversee multiple workflows
 - Ability to track and interpret sales data and KPIs
 - Comfortable identifying opportunities to increase revenue and improve efficiency
 - High level of attention to detail with strong follow-through
 - Confident using tools such as MS Office, Xero and Shopify (or similar platforms)
 - Strong Excel skills (sales tracking, basic analysis, reporting)
 - Experience implementing or improving CRM or operational systems is highly desirable
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Role Details

- **Position:** Full-time
- **Location:** North Kensington, London
- **Salary:** Competitive, dependent on experience

To apply, please send your CV and portfolio to:
studio@isabellaworsley.com