



ABOUT US

Trove is a design-led homewares and furniture brand founded by interior designer Tiffany Duggan, born from the world of Studio Duggan but defined by its own distinct spirit. Our pieces bring together craftsmanship, proportion and soul; furniture and objects that feel considered, characterful and quietly confident.

We design and curate with intention, drawing on the same interior design sensibility that underpins Studio Duggan's work. Every piece is made with care, balancing beauty and function, tradition and modernity. The result is a collection that feels layered and timeless – for homes that are expressive, lived in and full of feeling.

You'll be joining a small, thoughtful team in our Notting Hill studio and shop: an environment that values collaboration, curiosity and craft. We take pride in doing things properly, supporting each other's growth, and working closely with our network of skilled makers to bring soulful, design-led products to life.

PRODUCTION & OPERATIONS MANAGER, TROVE

Based: In our Notting Hill Studio/Shop, Monday to Friday with two days per week WFH

Reporting to: Tiffany Duggan, Founder & Creative Director

ROLE SUMMARY

Responsible for overseeing all production, supplier, and operational activity within the Trove business. This role ensures that every product, across: furniture, upholstery, lighting, textiles, and accessories – is produced, delivered, and maintained to the highest standards of quality, efficiency, and brand integrity.

The Production & Operations Manager leads the link between Creative, Sales, and Finance, overseeing production planning, inventory control, and supplier performance, while driving process improvements to support Trove's hybrid Made to Order and Made to Stock model.

This is a hands-on role within a small, creative team. It suits someone who is self-motivated, highly organised, and comfortable working both collaboratively and independently. The right candidate will thrive in an evolving environment, able to prioritise, meet tight deadlines, and maintain exceptional attention to detail across multiple projects.

KEY RESPONSIBILITIES

1. Production Oversight

- Lead day-to-day production planning across Trove's supplier network, ensuring all orders are delivered on time, within budget, and to agreed quality standards.
- Manage supplier capacity and production timelines, identifying risks and proactively resolving bottlenecks.
- Oversee development and sign-off of Gold Seal samples and QC standards for all product categories.
- Ensure product specifications, BOMs, and finish details are accurate and up to date.
- Manage all supplier communication and performance reviews, including quarterly check-ins and ongoing process improvements.
- Work with suppliers to implement quality control documentation and batch tracking. Carry out ad hoc quality control inspections of production orders when deemed necessary, ensuring consistency with approved samples and agreed standards.
- Coordinate repair, replacement, and warranty claims efficiently with minimal cost impact.
- Oversee packaging standards and sustainability compliance for all product types.
- Negotiate best possible terms, lead times and pricing with suppliers, ensuring quality and reliability are never compromised.

2. Operations & Inventory Management

- Own the day-to-day operation of Cin7, ensuring accuracy across cost, stock, and SKU data.
- Oversee the Sales & Design Assistant in completing monthly stock takes and updating stock movements.
- Manage lead times, replenishment schedules, and order flow between MTO and MTS stock.
- Oversee inbound and outbound logistics, including international LACEY documentation and freight quotes.
- Maintain and update price lists and cost data in line with supplier pricing and margin targets.
- Ensure packaging, sampling, and studio inventory are maintained efficiently and restocked as required.
- Work with Finance and Sales to prepare accurate monthly reporting on stock position, cost of goods, and supplier spend.

3. Commercial & Systems Management

- Lead the integration and ongoing development of operational systems (Cin7, Shopify, forecasting tools).
- Support Finance and Sales teams in margin analysis and pricing updates for trade and retail channels.
- Collaborate with Creative and Marketing teams to ensure smooth coordination of new product launches.
Provide regular reporting on production KPIs, supplier performance, lead times, and cost variances.
- Drive continuous improvement initiatives across supply chain, QC, and internal workflow efficiency.
- Manage and optimise Shopify and Cin7 integration, ensuring product data accuracy, efficient order flow, and smooth coordination between ecommerce, production and fulfilment teams.
- Manage and review supplier pricing and cost data, negotiating adjustments where needed and maintaining updated retail and trade price lists in line with margin targets.

4. Team Collaboration

- Work closely with the Sales Manager and Creative Lead to ensure production schedules, product launches and fulfilment priorities are aligned.
- Coordinate across Sales, Creative and Operations to maintain clear communication and shared visibility on lead times, stock positions and supplier performance.
- Provide operational guidance and support to colleagues, ensuring smooth internal processes and consistent product data across systems.
- Act as a key point of contact between suppliers, logistics partners and the internal team, ensuring information flows accurately and efficiently.
- Foster a collaborative, solutions-focused working culture built on clarity, accountability and care.

ATTRIBUTES & APPROACH

- A self-starter with a proactive mindset, comfortable working autonomously and taking initiative.
- Strong organisational and time management skills, with the ability to balance competing priorities and deadlines.
- Excellent communication and interpersonal skills, with confidence in liaising across creative, operational and supplier teams.
- A calm, structured approach under pressure, with strong attention to detail and a commitment to quality.
- Flexible and adaptable, comfortable wearing multiple hats in a fast-moving, small-business environment.
- Collaborative by nature, fostering clear communication and a supportive team culture.

At Trove, we value initiative, good judgement and a thoughtful approach. This role offers the opportunity to grow within a creative, ambitious business where every contribution makes a difference.

REPORTING

- Submit monthly Production and Operations Report summarising supplier performance, outstanding orders, and key risks.
 - Maintain cost tracking reports in collaboration with Finance.
 - Contribute to Studio Cashflow Forecasting and Quarterly Business Reviews.
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JOIN US

Trove is an equal opportunity employer. We value individuality and welcome applicants from all backgrounds and experiences.

If you are a thoughtful, motivated professional with a passion for design, craftsmanship and considered living and want to play a meaningful part in shaping a growing homewares brand; we'd love to hear from you. This is an opportunity to contribute to a creative, ambitious business at an exciting stage of growth, working closely with a small team who care deeply about what they do.

WHAT WE OFFER

- Hybrid working: based in our Notting Hill studio and shop, with one to two days per week WFH
- 20 days' holiday per year, plus bank holidays and the days between and New Year
- Private health insurance
- A friendly, design-led team environment with regular studio gatherings and a culture of collaboration
- A welcoming, dog-friendly workspace in the heart of Notting Hill

To apply, please email your CV and a short introduction to careers@thetrove.co.uk