

LUKE IRWIN

- LONDON -

JOB DESCRIPTION

Title:	Operations Executive (Maternity cover)
Salary:	Dependent on experience
Reporting to:	Georgie Wright, Head of Operations & Eleanor Horsey, Head of Sales & Luke Irwin, Founder & Owner
Hours:	Full time, Monday to Friday 9.30am – 5pm

The Company

Luke Irwin Rugs is based at 54 Pimlico Road, London SW1W 8LP. www.lukeirwin.com. The showroom opened in 2010 and the team currently comprises of Luke Irwin and 3 other staff. The Operations Executive is a maternity cover role being created to support the fast-growing and dynamic business. Sales are handled through the showroom, email and through a retailer in the US (with a other retailers in discussion). The company aims to build upon its success and strong brand name by recruiting dynamic and capable people into the team.

Requirements:

- Some operational experience, preferably with operations and industry experience.
- Knowledge of rugs would be an advantage but is not a necessity as training will be provided
- Basic financial aptitude
- Well-spoken and articulate
- Polished appearance
- Confident and friendly
- Good communicator and excellent written skills
- Willingness to multi-task
- A good team player as well as being able to work independently
- Motivated and keen to develop as the company grows
- Proficiency required: Mac user and Excel.

Roles and Responsibilities:

- Day to day co-ordination of all operational activity including raising client invoices, supplier orders, monitoring production and co-ordinating shipping and deliveries.
- High level of interaction with the sales associates and suppliers.
- Attend weekly team meetings, prepare agenda and circulate action list.
- Raise all client invoices upon receiving invoice instructions from the sales team (all invoices to be signed off by a director prior to sending to clients).
- Raise all orders with suppliers upon receiving order instructions from the sales team.
- Track all supplier loom reports and identify changes and where issues arise, communicating these to the sales team.
- Log all data relating to sales on the Sales Order Book and Order List (Excel spreadsheets).
- Record all supplier acknowledgements and check all supplier pro formas and invoices before they are filed for payment.
- Manage a Production Pipeline (this will be an Excel spreadsheet to be used in weekly team meetings to discuss all rugs in production and delivery and to highlight any issues arising. It will be an internal document that pulls together relevant information from the suppliers' own loom reports).
- Co-ordinate and manage the shipping and delivery process in conjunction with the company's agents.
- Co-ordinate the delivery diary in conjunction with the Sales team (the company currently outsources deliveries using several independent installers).
- Keep the stock list current, update monthly and liaise with accountants.
- Assist with preparing paperwork for the company's bookkeeper twice a month (bi-weekly, Thursday am)
- Assist the Director of Sales as and when required, both daily operations (such as logging holiday and sickness) or ad-hoc projects (such as developing the database).
- Some customer interaction will also be required from time to time, for example on occasions when the sales associates and assistant are busy and a new customer walks into the shop.
- Oversee the Wholesale orders, liaise with the US client with order updates, invoices and shipping.
- Client facing responsibility may include handling enquiries about price, design, size, colours, lead times, samples and renderings and seeing orders through to conclusion.
- Showroom duties also include answering telephones, making tea and coffee, answering the door as a back-up to the Sales Assistant.
- Attendance at trade fairs and events such as sample sales may be required.
- Demonstrate excellent verbal and written communication and organisational skills.
- Demonstrate excellent project management skills, with successful delivery of projects on time.
- Be able to filter and prioritize workload to ensure optimum delivery of tasks.

We are looking for an enthusiastic, well-presented, attractive, bright, sharp, focused and confident person who is willing to multi task in order to fulfil the duties of this varied and challenging role. The team is a small one (5 in total including this role) but the company has exciting growth plans and the successful candidate will need to hit the ground running in order to keep up with the pace

of growth. Training and mentoring will be given but the successful candidate will be able to think independently and work to an action list to ensure that no detail is forgotten.

The candidate must be available to start by the end June.

Please send a copy of your CV to georgina@lukeirwin.com