

NILE & YORK

Exclusive Interior Textiles

Nile & York is an established family-owned business, based in the UK, designing, and producing British textiles and wallpapers for over 30 years. Working with some of the world's leading interior designers such as Sibyl Colefax, Jane Churchill, Rita Konig and Martin Brudnizki. Nile & York is globally represented by showrooms in the UK, US, Europe and Australasia.

Job Title: Studio Administrator

Location: Unit 65B, Pall Mall Deposit, 124-128 Barlby Road, London, W10 6BL

Work Hours: Full Time - Monday – Friday 9.00am – 5.30pm (In person, after probation period hybrid working can be discussed)

Reports to: Company Director / Sales Director

The Studio Administrator will be an integral part of the team ensuring our customer service meets or exceeds the high standards that we demand. The role offers an exciting opportunity for someone who has administration experience within a creative business. You will need to cope with working under pressure, prioritising workload while maintaining excellent written and verbal communications. The roll will focus on processing sales, bookkeeping, customer service and communication, monitoring stock, working with the rest of the team on bespoke projects and new developments.

Responsibilities

- Processing all customer orders via our warehouse systems and factories, as well as organising and monitoring shipments.
- Maintain records of orders, invoices, and customer details.
- Monitor stock levels for all products both held at our warehouse and in the studio.
- Provide exceptional customer service, addressing inquiries via phone, email, and in-person.
- Refer customers through the correct channels whether customer services or sales, by providing the correct information to colleagues.
- Processing all invoices on our accounting system, recording payments, checking invoices and general bookkeeping.
- Planning and organising launches and events.
- Monitoring and updating the website content alongside social media and our media library.

Skills required:

- Ideally, good knowledge of textile production and design within the Interior Design industry gained from +3 years' experience working within the industry.
- Ability to communicate effectively with clients, manufacturers and the Nile & York team, including a confident phone manner.
- Excellent attention to detail, written and verbal skills.
- Good organisational skills, with the ability to work both independently and as part of a small team; involving multi-tasking and working under pressure.
- A proactive and natural problem solver.
- Reliability, good time keeping and the ability to be flexible.
- Good computer skills including word and excel. Experience with adobe and an accounting program would be preferable.

Holiday - 20 days per annum plus Bank Holidays and Christmas closure

Salary - Dependant on experience.

Please send your CV and covering letter to Ed Greenland at admin@nileandyork.com

T: 0204 541 9964 E: admin@nileandyork.com W: www.nileandyork.com

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