

A · RUM · FELLOW

Job Role:	Sales & Operations Coordinator (Maternity Cover)
Location:	Showroom 214 Kensington Park Road, Notting Hill, London W111NR
Hours:	Full Time
Period:	12 months FTC (with potential to extend)
Salary:	Competitive, dependent on experience
Start:	ASAP

Email CV and covering letter to: careers@arumfellow.com

About Us

A RUM FELLOW is a design studio creating handcrafted rugs and textiles for the luxury interiors market. We design in-house collections and bespoke pieces, combining contemporary design with traditional artisanal production. Founded on the principles of design, quality and integrity, we work closely with family-run workshops and weaving cooperatives in Guatemala, with rugs Label STEP and GoodWeave certified. Based in Frome, Somerset, with a showroom in Notting Hill, London, we are a small, ambitious design-led studio bringing together creativity, craft and integrity.

The Role

We are looking for an experienced Sales & Client Operations Coordinator to cover maternity leave on a 12-month fixed-term contract. Based in our London showroom, this is a client-facing, commercially minded role within a growing luxury interiors brand. This fixed-term maternity cover role offers the opportunity to make a meaningful impact, with potential scope for extension for the right candidate.

This position will suit someone with experience in luxury interiors, bespoke production, or premium design-led businesses, who enjoys managing client relationships, overseeing complex orders, and ensuring projects run smoothly from enquiry through to delivery. An interest in textiles, rugs, and artisanal production is highly valued.

Working closely with the Account Manager, production manager and logistics suppliers, you will play a key role in coordinating sales activity, production, and delivery, while maintaining a high-touch, considered client experience.

You will have oversight of multiple projects at varying stages, acting as a central point of communication and ensuring timelines, expectations, and quality standards are met.

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Key Responsibilities

- Manage client enquiries and relationships, acting as a knowledgeable and confident point of contact
- Prepare quotations, confirm orders, and oversee projects through production and delivery
- Actively drive sales growth by identifying opportunities, building strong client relationships, and converting interest into long-term partnerships.
- Support and lead client meetings and presentations in the showroom
- Coordinate production, logistics, and installation partners, resolving issues proactively
- Track orders, timelines, and key milestones, ensuring clear communication internally and externally
- Maintain accurate systems and records to support smooth operational delivery
- Contribute to showroom presentation, sample management, and wider sales and brand activity

Key Qualities

- Experience in luxury interiors, bespoke furnishings, or a comparable premium sector
- Highly self-motivated, proactive, and full of ideas, with the confidence to take ownership and drive work forward.
- Confident managing multiple projects, priorities, and client relationships
- Commercially aware, highly organised, and detail-oriented without being process-heavy
- Personable, professional, and comfortable in a client-facing showroom environment
- Clear, confident communicator with a practical, solutions-focused mindset
- Strong IT skills; experience with order management systems and creative or marketing platforms is a plus
- Adaptable and comfortable working in a small, collaborative, growing business

Please note: The role is physical and involves moving, rolling and packing large rugs and heavy fabric rolls. This is an essential part of the position.

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