

CLAVERTON CLOCHES

Administrative & Customer Service Coordinator

Maternity Cover | Part-time | Fixed-term

About Claverton

Founded in 2020, Claverton is a British garden brand inspired by the enduring romance of the English garden. From Victorian-inspired cloches and plant supports to garden hoses and terracotta pots, we create beautifully crafted pieces rooted in traditional forms, enduring materials and the belief that even the most practical garden objects should be beautiful.

We are a small, founder-led and growing business, supplying customers, garden designers and leading retailers across the UK and internationally.

The Role

We are looking for an exceptionally organised, dependable and adaptable person to provide administrative and customer service support during a period of maternity leave.

This is a varied, hands-on role covering the day-to-day administration that keeps the business running smoothly, including bookkeeping, invoicing, order administration, wholesale support and customer service by email and telephone.

You will work closely with the founder and workshop lead, ensuring information is accurate, actions are followed through and customers, suppliers and wholesale partners receive a warm and efficient service.

As a growing business, our priorities continue to evolve. Alongside the core responsibilities of the role, there will be ad hoc tasks and projects, including administrative support for events such as the RHS Chelsea Flower Show and occasional assistance at photoshoots and other locations.

The role would suit someone who enjoys creating order, is comfortable working with numbers and systems, and is happy to work flexibly across different areas of the business as it grows.

Key Responsibilities

Order and Wholesale Support

- Processing online and wholesale orders and checking pricing, payment and delivery information
- Raising invoices and maintaining accurate wholesale account and order records
- Responding to routine stockist enquiries and sending catalogues, pricing and product information

- Liaising with the workshop lead regarding stock, production and dispatch
- Preparing UK and international shipping paperwork and monitoring outstanding orders
- Supporting the founder with samples, stockist follow-ups and account administration

Administration and Bookkeeping

- Managing routine bookkeeping, including customer and supplier invoices, payments, expenses, credit notes and reconciliations
- Keeping spreadsheets, trackers, customer records and internal documents accurate and up to date
- Supporting supplier administration, purchasing and stock records
- Preparing reports and providing general administrative support to the founder
- Improving and documenting administrative processes as the business grows

Customer Service

- Managing the customer service inbox and answering incoming telephone calls in a warm and professional manner
- Responding to questions about products, orders, availability, lead times and deliveries
- Resolving delayed, damaged or incomplete orders, including returns, refunds and replacements
- Liaising with couriers and keeping customers clearly informed until issues are resolved
- Escalating more complex queries to the founder where appropriate
- Maintaining Claverton's thoughtful and personal approach to customer care

Events and Project Support

- Supporting the administration and organisation of events, exhibitions and trade shows, including the RHS Chelsea Flower Show
- Coordinating schedules, suppliers, deliveries, budgets and planning documents
- Providing occasional on-site support at events, photoshoots and other locations
- Taking ownership of ad hoc tasks and projects as business needs evolve

About You

You will be:

- Exceptionally organised, accurate and reliable
- Warm and articulate when communicating with customers, suppliers and stockists
- Confident working with numbers, invoices and bookkeeping records
- Comfortable managing a varied workload and following tasks through to completion
- Calm, practical and resourceful when resolving problems
- Able to work independently and use your initiative
- Dynamic and flexible, with a willingness to support different areas of a growing business
- Discreet when handling financial and commercially sensitive information
- Confident using spreadsheets, email and cloud-based systems
- Happy to travel occasionally for events, photoshoots and other business activity

Previous experience in e-commerce administration, wholesale or order management, or customer experience would be highly beneficial.

Experience using accounting software such as Xero, and an e-commerce platform such as Shopify, is desirable, although training can be provided.

An interest in gardens, interiors, or design would be welcome, but is not essential.

Hours and Location

- 20 hours per week
- Ideally worked across five days to provide consistent administrative and customer-service coverage
- Primarily home-based, with travel to our workshop in Frome approx. once a fortnight
- Occasional travel to events, photoshoots and other locations as required
- Some flexibility around major events and seasonal business priorities

Contract and Salary

This is a nine-month, fixed-term maternity cover position beginning on or around 1st September 2026. There may be scope to extend the contract or discuss an ongoing role within Claverton at the end of the fixed term, depending on business needs at the time; however, this cannot be guaranteed.

Salary: £20,000 per annum for 20 hours per week.

How to Apply

Please send your CV and a short covering email outlining your relevant experience to jobs@clavertoncloches.com.

Applications close: 7 August 2026