

I M O G E N H E A T H

Sales & Operations Coordinator

Client Relations, Sales Administration & Commercial Operations

Role: Sales & Operations Coordinator

Location: Brighton, UK (studio-based)

Hours: Part time over 5 days; hours to be agreed

Reporting to: Imogen Heath, Founder and Director

Working closely with: Production Manager, Fulfilment Coordinator, Bookkeeper and the wider studio team

About Imogen Heath

Imogen Heath Interiors is an award-winning design studio producing high-end interior textiles and wallcoverings. The IHI collection is crafted in the UK by skilled artisans and features woven, embroidered and printed textiles, each designed exclusively by Imogen and her team. The collection is sold direct to the trade and through select showrooms worldwide, with a strong international presence and a growing UK base.

Our studio is based in the residential area of Fiveways in Brighton. In 2025 we opened our new by-appointment studio and showroom, and we are in an exciting period of growth.

Purpose of the Role

This role sits at the commercial heart of the business. You will be the first point of contact for our trade clients, interior designers and international showroom partners, ensuring every client interaction reflects the warmth, professionalism and quality that Imogen Heath Interiors is known for.

Behind those client relationships you will own the sales administration and commercial operations that keep the business running smoothly: quotes, invoices, payment tracking, order updates and distribution admin. You will bring accuracy, pace and a calm head to a role that touches almost every part of the business.

This is a role with a clear growth path. As the business develops, the right person will grow into a Sales Manager brief, with increasing responsibility for client development, showroom relationships and input into range planning.

A genuine love of interiors and an enthusiasm for the Imogen Heath Interiors brand are essential. We are looking for someone who brings positive energy into the studio, is happy to be front-facing with clients and is excited about being part of a growing creative business.

Key Responsibilities

1. Client Relations & Sales Support

- Act as the first and primary point of contact for trade client and showroom enquiries, responding promptly and warmly in a way that represents the brand well
- Manage order updates and lead time communications, keeping clients informed at every stage
- Handle sample requests, appointment coordination and follow-ups for the studio and showroom
- Support the by-appointment showroom: coordinating client visits, preparing for appointments and following up afterwards
- Build and maintain strong working relationships with international showroom partners and UK trade clients
- Liaise with interior designers and trade clients on bespoke project queries, directing technical questions to the Production Manager
- Support the organisation and logistics of client events, brand moments and community events as the studio's events programme grows
- Be a warm, confident and enthusiastic presence at client events, showroom openings and brand occasions

2. Sales Administration & Invoicing

- Check stock availability, issue quotes, sales orders and invoices accurately and on time
- Track outstanding payments and follow up professionally and in a brand-aligned way
- Maintain clear visibility on what has been paid and what is outstanding, keeping records organised for the bookkeeper
- Keep invoices, receipts and key commercial documents organised and easy to retrieve
- Support the bookkeeper by ensuring records are tidy, consistent and up to date
- Support basic sales reporting and forecasting, keeping Imogen updated across the commercial picture
- Keep client records, order histories and correspondence filed clearly and consistently
- Note: formal bookkeeping and accounting is handled by an external bookkeeper; this role provides commercial admin support

3. Distribution & Operations Administration

- Work alongside the fulfilment team to help with distribution admin including UPS queries, duties and customs paperwork for international shipments
- Track what has been dispatched, what is in transit and what has been delivered, flagging any issues promptly
- Liaise with the Fulfilment Coordinator on dispatch readiness and client delivery updates
- Support the resolution of any courier or delivery issues, representing the brand professionally with clients

About You

Experience and capability

- Experience in a sales administration, client services or commercial operations role in a creative, design, interiors or lifestyle business, or a similar fast-moving small business environment
- Confident and warm communicator, both written and verbal; able to represent the brand with professionalism
- Highly organised and accurate, with strong attention to detail across invoicing and record-keeping
- Comfortable with the full order-to-payment cycle: quotes, invoicing, payment tracking and distribution admin
- Confident with email, spreadsheets and order management systems
- A self-starter who can manage their own workload and keep multiple threads moving at once

Mindset

- Genuine enthusiasm for interiors, textiles and the Imogen Heath Interiors brand
- Positive, solutions-focused and calm under pressure
- Takes pride in accuracy and presentation
- Collaborative and easy to work with in a small, close-knit team
- Motivated to grow with the business and take on increasing responsibility over time
- Brings genuine positive energy to the team and the people around them
- Happy to be front-facing: comfortable with clients, at events and representing the brand in person

Growth Path

This role has a clear trajectory. In the near term it is about bringing order and warmth to our commercial operations and client relationships, bringing much needed support to the wider team. As the business grows and as you grow into the role, there is a genuine opportunity to develop into a Sales Manager brief: taking more ownership of showroom relationships, supporting new business development, and contributing to range planning and product strategy.

We are a small studio with big ambitions. The right person will grow with us.

What We Offer

- Competitive salary based on experience
- Flexible hours
- Pension contributions
- Generous holiday allowance, to be confirmed
- Homely facilities in a central Brighton location
- Generous staff discount on the Imogen Heath Interiors collection
- A real opportunity to build a meaningful role in an award-winning creative studio

To apply please send your CV, a cover letter telling us why this role appeals to you, and two references to careers@imogenheath.com

We look forward to hearing from you.