

Production Co-ordinator

Pinchdesign.com

Pinch is one of the UK's most prestigious, creative and successful furniture brands, created by Russell Pinch and Oona Bannon.

For 14 years we have been designing and distributing our award winning, contemporary furniture and lighting to a global audience.

We are looking for an extremely capable and conscientious individual to join our team. Based at our design studio in Clapham North, this role will report to our Procurement Manager, and will be supported in ensuring our stock and made to order production is tracked through the business from point of order to delivery in, and on to fulfillment of goods sold to our customers.

Our successful candidate will have a minimum of 6 months experience working in production logistics and will have exposure to retail methodology, ideally within the furniture world, or in an equivalent high end industry. They will have a strong understanding of commerciality, with an ability to work collaboratively in business that moves quickly, and has high expectations of our designs, our products, our service, and our own ability to enjoy the process as we go along.

Pinch is a company with an uncompromising idea of what makes a perfect piece of furniture. We are looking for a positive minded and energetic individual, who will be instrumental in making sure we run a company that puts design, quality and good service first.

Our successful candidate should naturally possess a warm and friendly personality and be happy to work in a close knit, customer focused team where full training will be given, and the opportunity for professional development is strong. Good communication skills, including fluent spoken and written English are essential.

Key tasks:

- Manage stock levels, re orders and inventory.
- Track and update order confirmations and expected lead-times.
- Maintain a constant awareness of stock control and movement.
- Oversee accurate allocation of products and query when necessary.
- Ensure effective internal communication across full team, working closely with sales team, accounts department, design development team and the company directors.
- Liaise with customers in relation to managing release of goods.
- Liaise with external companies regarding packaging and shipping, organizing deliveries and installations for local and international clients.
- Assist sales team with technical requests.

- First port of call for after sales service.
- Support the sales team in producing quotations, purchase orders and collating accurate pricing.
- Work with the sales team to reach commercial targets.
- Co maintain studio presentation.
- Provide administrative support to the Sales Team and Procurement Manager.

Key skills:

- Fluent, sophisticated written and spoken English.
- Financially fluent and mathematically strong.
- Previous administrative and logistical experience is required, ideally at the luxury furniture end.
- Excellent after sales and customer service skills.
- Highly organised, accurate and precise.
- Excellent time management skills and ability to multi-task to meet deadlines.
- Practical, self-motivated, flexible, service-oriented team player who is not afraid to get hands dirty.
- Apple Mac and Microsoft office proficient.
- Strong initiative taker, and proactive thinker to resolve queries and complaints.
- Full clean UK driver's license preferred.

This is a Mon – Fri 9am – 6pm position based in our Clapham North Studio
Some Saturdays with time in lieu will be required (assume 1 in 4)

Contract: Permanent

Holiday: 20 days p.a.

References required

Salary commensurate to experience

To express your interest, please e-mail jobs@pinchdesign.com sending your C.V, a photograph, and a covering letter explaining why you think you'd be a great addition to our company.

Please note that this is purely an administrative role and not a design opportunity.