Office Assistant

Reports to: Showroom Manager
Location: London Showroom

About the Role

We are looking for an organised, proactive and detail-driven Office Assistant to support the day-to-day running of our London showroom and wider sales team.

This role is ideal for someone who enjoys working in a creative environment, thrives on organisation and takes pride in delivering an exceptional client experience. You will play a key role in ensuring the showroom operates seamlessly, samples and shipments are managed efficiently, and our collections are always presented to the highest standard.

As the first point of contact for many clients and suppliers, you will be an important ambassador for the Fameed Khalique brand — representing our values through professionalism, enthusiasm and attention to detail.

Key Responsibilities

Showroom & Client Experience

- Maintain a polished, welcoming and beautifully presented showroom environment at all times
- Meet and greet clients, assist with refreshments and support the team during showroom visits and events
- Help evolve and refresh showroom displays so the space continually feels inspiring and current
- Ensure showroom collections are clearly labelled and supported with the correct pricing, imagery and product information

Samples & Logistics

- Coordinate the ordering, tracking and shipping of samples and ensure all requests are fulfilled efficiently
- Monitor loaned samples and proactively follow up on overdue returns
- Manage incoming showroom deliveries, checking goods promptly and reporting any damages
- Maintain organised stock and storage areas, ensuring key samples are always available
- Support the sales team with shipping quotations and logistics coordination

Operations & Administration

- Maintain accurate CRM records and allocate new enquiries to the appropriate sales team member

- Track website enquiries and assist with internal follow-up
- Ensure all packaging and shipping supplies are consistently stocked and organised
- Support the wider team with daily operational tasks and administrative coordination
- Assist with general showroom upkeep and shared team responsibilities

What We're Looking For

- Highly organised with strong attention to detail
- Positive, proactive and willing to support across multiple areas of the business
- Strong communication and interpersonal skills
- Comfortable working in a fast-paced, creative environment
- A genuine interest in design, interiors, materials and craftsmanship
- Team-oriented with a collaborative mindset

Success in This Role Looks Like

- Samples and shipments are managed accurately and efficiently
- Clients receive a warm, professional and seamless experience
- The showroom remains organised, inspiring and operationally smooth
- The sales team feels fully supported in their day-to-day activities
- Stock, CRM records and logistics are consistently well maintained

Our Culture

We are a creative and ambitious team with a passion for craftsmanship, innovation and exceptional service. We value curiosity, precision, collaboration and a hands-on approach, and we are looking for someone who will become an integral part of our growing showroom environment.