

# Plain English

CUPBOARDMAKERS

**Job Title:** Studio Administrator

**Location:** Plain English Design, 61 Pimlico Road, London, SW1W 8NE

**Work Hours:** Full Time - Monday – Friday 9.30am – 5.30pm (Occasional Saturdays with a day off in lieu)

**Reports to:** Sales & Design Director / Showroom Manager

The Studio Administrator will be an integral part of the team and play a key role in supporting the Design team to ensure the to deliver a customer journey that meets or exceeds the high standards that we demand.

The role offers an exciting opportunity for someone who has administration experience within a creative business. The applicant will need to be able to work in a fast-paced design led environment you will need to be able to cope with working under pressure, prioritising workload while maintaining excellent written and verbal communications.

## Responsibilities

- Oversee the issuing of Sales Orders via e-sign. Ensure Sales Orders are signed efficiently and deal with any issues that may arise liaising with the relevant staff.
- Issue client handbook and terms and conditions via e-sign. Ensure all clients receive the relevant handbook and oversee any changes as required.
- Manage the companies Terms and Conditions document. Ensure they are update to date and undertake any necessary changes.
- Responsible for the issuing of our customer care pack, collating all the relevant information for either client or contractor. Oversee ongoing improvements.
- Create client files and add client information to costing software. Ensure all project correspondence is correct and up to date as they progress to sales order.
- Maintain records of orders, invoices, and customer details.
- Oversee continuous improvement of filing systems.

Plain English *Stowupland* Head Office and  
Workshop Stowupland Hall Stowmarket  
Suffolk IP14 4BE Tel 01449 774028  
Plain English *Pimlico* 61 Pimlico Road  
London SW1W 8NE Tel 0207 486 2674  
Website [plainenglishdesign.co.uk](http://plainenglishdesign.co.uk)  
Registered in England Registered Number 30733346  
Registered Office 43-45 Dorset Street London W1U 7NA

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- Develop CRM on Mondays in conjunction with Sales & Design Director and Marketing department. Be responsible for the CRM and ensure all information is added correctly.
- Process freestanding furniture orders ensuring all specifications are met. Produce drawings for approval when required.
- Develop freestanding furniture sales process. Produce and maintain pricelists.
- Oversee old client projects that require additional joinery or repaints.
- Provide exceptional customer service, addressing inquiries via phone, email, and in-person.
- Generate monthly sales reports for Sales & Design Director.
- Refer customers through the correct channels whether customer services or sales, by providing the correct information to colleagues.
- Share agenda for monthly sales meeting, take minutes and issue.
- Organise monthly one to one meeting for Sales & Design Director.
- Maintain photo library in collaboration with the Marketing Department.
- Produce appliance and 'other thing' documents using InDesign to support sales orders.
- Produce initial design presentations for the Design team using InDesign template.

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## Experience

- Excellent attention to detail, written and verbal skills.
- Highly presentable and always organised.
- Ability to use all Microsoft Office applications and Adobe Design software including Photoshop and InDesign, training can be provided.
- Good interpersonal skills and confident when meeting new people.
- Ability to manage a high workload and work both independently and as part of a team.
- Understanding and appreciation for good design and the Plain English design ethos.

## Holiday

20 days per annum plus Bank Holidays and Christmas closure

## Salary

Dependant on experience.

Please send your CV and covering letter to Sue Wildman.  
sue@plainenglishdesign.co.uk

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