

LUKE IRWIN

– LONDON –

March 2025

OPERATIONS EXECUTIVE

About Us

Luke Irwin is a multi-award winning creative business which designs and makes beautiful and distinctive rugs, wallpaper and wall coverings. We sell to private clients and leading interior designers and architects all over the world. The team is based in our showroom in the popular design quarter of the Pimlico Road.

The Role

We are looking for an Operations Executive to work closely with Luke and the team to ensure the smooth and efficient running of all operational activity in the showroom. This is a pivotal role, requiring someone highly organised, proactive, and commercially minded, who will not only be responsible for overseeing all rug and wallpaper production but also contribute to our dynamic and successful team.

Key Responsibilities

- Manage all operational activity for rug and wallpaper orders, from raising client invoices, to placing orders, tracking production schedules, and coordinating delivery.
- Lead the Monday morning team meeting and provide regular updates to the Sales team on open orders, flagging any risks and issues in a timely manner.
- Request regular production schedule updates from our suppliers.
- Coordinate the stock inventory.
- Process all client and supplier invoices in Xero in liaison with our external accountants.
- Manage all IT, staff laptops and the shared drive in liaison with our external IT consultants.
- Manage the showroom facilities.
- Support the Sales team on an ad hoc basis.

Ideal Candidate

- At least 3 years of experience working in an operational role.
- An organised team player with thorough attention to detail.
- Adaptable to changing priorities with proven experience multi-tasking and problem solving.
- Proficiency in Xero and Microsoft 365.
- Excellent interpersonal skills, written and verbal communication skills and an excellent phone manner.
- Enthusiasm for interior design. Working knowledge of the interiors industry desirable but not essential.
- Fluent in spoken and written English.
- Committed and reliable.

To Apply: Please send a copy of your CV and a concise cover letter expressing your interest and why you might be suitable for the position to katie@lukeirwin.com. References will be required prior to appointment.
