



JOB DESCRIPTION

Job Title: Operations & CX Intern (3-Month Paid Internship)

Location: Queens Park Studio, London, UK

Start Date: ASAP

Duration: 3 months

How to Apply:

Please submit your **CV and a Cover Letter to careers@nicolaharding.com** explaining why you're the ideal candidate for this internship. We look forward to hearing from passionate and motivated individuals eager to contribute to our exciting journey. Applications without a covering letter will not be considered.

About Us:

NiX is by Nicola Harding is a dynamic and fast-growing provider of high-quality interior products, specialising in furniture, lighting, upholstery, fabrics and wallpapers. With a commitment to excellence and innovation, we cater to a diverse clientele including interior designers, architects, contractors, and retail partners. Our products are renowned for their craftsmanship, design versatility, and ability to transform spaces into stunning environments.

As an Operations & CX Intern, you will gain hands-on experience within a growing start-up environment, contributing to the smooth and efficient functioning of our day-to-day operations. You will work closely with our Operations team and other team members to ensure that all aspects of the business run seamlessly.

Key Responsibilities:

- Support the Operations Team in overseeing daily operations, ensuring the smooth functioning of business processes.
- Assist with inventory management, ensuring product availability, and monitoring stock levels.
- Review the swatch stock holding monthly and recommend replenishment orders.
- Help coordinate the logistics of product shipments, including liaising with suppliers, couriers, and warehouses.
- Assist with order fulfilment, ensuring timely delivery to customers.
- Help with data entry and maintaining up-to-date records of products, orders, and deliveries.
- Assist in streamlining processes and identifying areas for operational improvement.
- Provide general administrative support to the Operations team, including filing, documenting processes, and maintaining records.
- Support with customer inquiries related to orders, shipping, and product availability.



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- Assist the Customer Service team with responding to customer inquiries via email & phone, ensuring an excellent customer experience.
- Help resolve any customer issues or complaints in a professional and timely manner.
- Deal with order amendments, refunds, product issues proactively, and with care and attention.

- Provide support for customer feedback collection and suggest improvements based on customer insights.
- Assist in managing and processing customer orders, ensuring accuracy and satisfaction at every step of the journey.

Key Skills & Attributes:

- A strong interest in operations, supply chain management, and the luxury homewares industry.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint) and Google Workspace.
- Strong attention to detail with excellent organizational skills.
- Ability to multitask and manage time effectively in a fast-paced environment.
- Strong communication skills, both verbal and written.
- A positive and proactive attitude, with a passion for learning and growing within a start-up environment.
- Ability to work both independently and as part of a collaborative team.
- Previous experience in an office or operations environment is a plus but not required.
- Strong customer service skills and a passion for delivering a great customer experience.

What We Offer:

- A competitive salary for the 3-month internship period.
- Hands-on experience in a fast-paced, growing luxury start-up.
- Opportunities to network with professionals in the luxury homeware and design industry.
- A chance to gain insight into various aspects of business operations.
- Flexible working environment with a vibrant, creative team.