

## Product Developer

Being an e-commerce brand, our collections are our everything. From those that are designed in-house to the pieces carefully sourced from our global family of makers, we pride ourselves on being a brand that our community can trust for quality, consideration and for finding pieces they might not come across elsewhere.

As the Product Developer, you'll play a key role in the end-to-end process of developing our homeware products, from concept to launch. You'll work closely with our product team, sourcing agents and suppliers to develop samples which align with our brand values and ensure quality production.

There's also a great deal of precision-orientated product information and documentation to handle, so this is a role for someone who is meticulous in their approach and obsesses over organisation, detail and accuracy.

You'll feel excited by all that Rowen & Wren stands for, the prospect of being a part of our team at a point of real growth and eager to roll up your sleeves and get stuck in!

## Responsibilities

- Product Development
  - Source and liaise with suppliers, both locally and internationally, to develop photoshoot samples and ensure quality production.
  - Support the design team by pulling together reference images which can be used to brief and instruct suppliers.
  - Understanding the market, competitor products and their specifications.
  - Create detailed product specification sheets for both new and existing products which include materials, finishes, dimensions and other key technical info.
  - Lead the resourcing of existing products to new suppliers with the aim of optimising both product quality and commercial detail.
  - Support the unpacking, filing and general organisation of reference, photoshoot and pre-production samples.
  - Contribute to the review process of samples, ensuring the product and packaging meets the required technical specifications.
  - Generate our seasonal product document, which includes product names, codes, key notes and care instructions.
  - Ability to generate technical drawings using Adobe Illustrator based on the creative direction of our design team would be a distinct advantage
- Quality Assurance
  - Provide ongoing support for existing products, making improvements or adjustments as necessary.
  - Develop and implement rigorous testing protocols to ensure product quality, safety and compliance.
  - Lead the timely processing of agency-led quality control inspections.
  - Closely monitor the packaging and labelling used by each of our suppliers and check it delivers on both functional and aesthetic requirements.

- Maintaining a bank of spares and fixings so that our operations team can swiftly action requests from customers.
- Supplier and Manufacturer Liaison
  - Work closely with suppliers to ensure they have a thorough understanding of technical specifications and quality expectations.
  - Conduct factory visits, both domestic and overseas, to oversee production quality and ensure standards are met.
  - Liaising with our operations team to answer technical product questions from customers in a timely manner.
  - Bringing quality issues to the attention of suppliers and negotiating compensation when quality or product specifications aren't as agreed.
- Compliance and Regulatory
  - Manage product testing and quality assurance processes to ensure products meet all safety and quality standards.
  - Support technical teams to ensure all products comply with relevant standards and legislation, including safety, packaging, and labelling requirements.
  - Stay up to date with industry trends, materials, and regulatory changes, and ensure the business is aligned with current best practices.
  - Contribute to maintaining technical information on the website so that it's both informative and accurate.
  - Carefully maintaining the filing of technical specifications, test reports and required certifications for product compliance and sustainability claims.
- Technical Problem-Solving
  - Provide technical support and troubleshoot any issues related to product performance, quality, or compliance.
  - Work with the customer service team to resolve technical complaints and implement improvements based on customer feedback.

The Successful Candidate will have:

- Demonstrable experience working in product development at a likeminded retailer, brand or manufacturer within the homeware or interiors industry.
- An understanding of UK, EU and ideally US safety regulations and product standards for homeware items.
- Natural technical capability and a broad knowledge of the materials and manufacturing processes applicable to the homewares industry.
- Excellent communication skills, with the ability to work cross-functionally with internal teams and external suppliers.
- Familiarity with technical drawings, product specifications, and testing procedures.
- Willingness to travel domestically and internationally with the product team as required.
- A team-focused mentality (we're a collaborative, close-knit bunch) and a can-do attitude with willingness to take on a challenge.
- An excellent standard of computer literacy, particularly in Microsoft Office and Adobe Suite.
- The ability to CAD model and render based on the input of our in-house design team would be a distinct advantage.

What we offer:

- Competitive salary
- Hybrid working: enjoy the opportunity to work from home on Mondays and Fridays.
- Generous holiday allowance
- Company bonus scheme
- Long-service awards
- Employee discounts
- Complimentary breakfasts and lunches on-site from Monday to Thursday

If this role feels like the perfect fit for you, we'd love to hear from you. Please send your CV along with a covering letter to [alex@rowenandwren.co.uk](mailto:alex@rowenandwren.co.uk) outlining your salary expectations and why you believe you'd be a wonderful addition to our team.