

THE FIBRE CO.

EST. 2003

Executive Assistant to the Managing Director

A new and exciting opportunity is currently available for a highly talented individual to work very closely with the Founder and MD of a creative business. This role offers the successful candidate an excellent opportunity to develop and progress in their career.

The Fibre Co. is a customer centric company that nurtures and inspires designers and makers with its range of natural fibre yarns. We value creativity, collaborative community building and respect for nature.

We are looking for someone with the following competencies, qualifications and experience to perform the duties of the position described below. This is a full-time position located at The Fibre Co.'s Keswick, Cumbria, UK headquarters from which candidates should live within commuting distance.

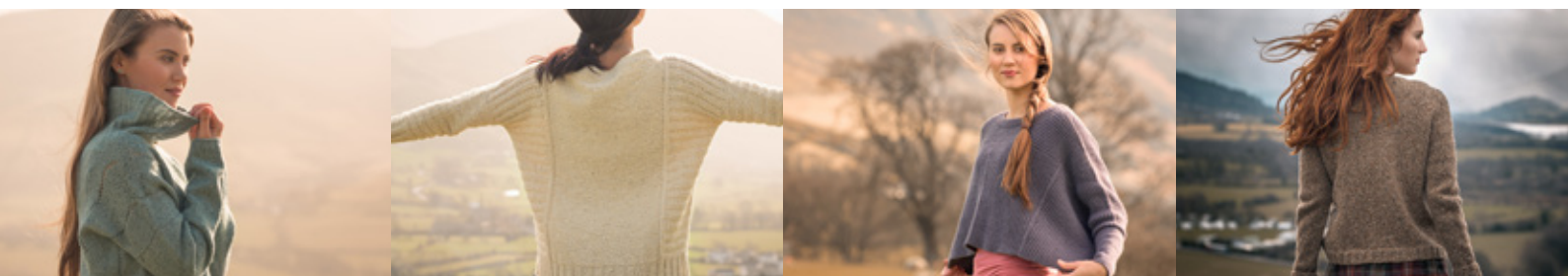
Competencies and qualifications:

- Knowledge of office administrative practices and procedures.
- Excellent verbal, written and interpersonal skills. Confident phone skills.
- Highly proficient in MS Office Suite, especially Excel and Word with excellent keyboard skills. Knowledge of Adobe CS desired or, if not, a strong interest in and the aptitude for learning.
- Highly self-motivated with the ability to own a task and make it happen. Must be able to work independently as well as in collaboration with a virtual team.
- Super organizational skills with a focus on details and accuracy. Good at time management and prioritising tasks.
- Information gathering and monitoring skills.
- Excellent judgment and decision-making abilities.
- Troubleshoot and find solutions to problems.
- A combination of knowledge of and/or passionate interest in textiles, fibres, fashion, and making. A candidate with knitting, sewing or other making skills is highly desired.
- Some knowledge of social media channels including IG, FB, Pinterest, Youtube, Twitter and Ravelry.

Experience and education:

- Experienced in a fast moving project management, customer support and general administration environment.
- With being a strategically important role to enhance the growth of The Fibre Co. the expectations would be that any candidate can prove that they have the ability to deal with a variety of tasks, a good understanding of business generally and the necessary skills, knowledge and experience to be effective in supporting the MD in this role.

Duties in relation to supporting the MD would cover functions as below. A structured induction process and full training and development would be available for the right candidate.



Administration and general support with business planning, management systems & information;

- Manage the inbox of the MD.
- Coordinate with the appropriate team members to answer enquiries from prospects and customers.
- Maintain the cloud-based CRM system working with sales, marketing and product development teams to provide support, answer and find solutions to technical questions and ensure that key dates and deadlines are accurately reflected and maintained in the system. Prepare reports from the system as required.
- Maintain cloud-based filing system.
- Assist the MD in monitoring workflow and maintaining a calendar of key processes and projects, liaising with a global virtual team as necessary.
- Order office supplies and printed marketing materials.
- Record minutes of meetings.
- Conduct research, collect and analyse data as directed.
- Make suggestions for operational improvements.
- Manage TFC team-wide calendar.
- Draft communications on behalf of the MD.
- Support and assist the MD and other TFC team members with other tasks and projects as needed.

Support the MD and team with Product, Marketing and Brand Development.

- Develop detailed knowledge of TFC products and the fibre arts industry.
- Maintain effective communications with designers, product and marketing teams as well as customers, vendors and other stakeholders.
- Coordinate the making of shade cards, sample windings and mini-skeins.
- Coordinate the shipment of yarn and samples to and from designers and sample knitters.
- Send yarn samples to sales reps, agents, influencers and press contacts.
- Manage traveling trunk shows of multiple design collections.
- Support the team with periodic product launches and regular promotions.
- Receive and process sample materials; manage and maintain a well-organised materials database and library. Assist with product development projects such as materials sourcing and maintenance of the project management database.
- Assist with logistics for events such as photoshoots, trade shows, workshops and periodic team meetings. This will include research on locations, finding accommodations, booking travel, arranging catering, etc.
- Travel in the UK and abroad to assist at trade shows and photo shoots.

Support the MD with key customer & supplier relationships.

- Research and resolve customer requests in a timely manner communicating via email, phone, live web chat and formal business correspondence.
- Assist with the processing of orders from specialty retailers.
- Forward customer feedback to the appropriate TFC team members for further handling.
- Assist customers with website navigation, wholesale order entry and pattern purchases.
- Assist with orders for existing and new products.

To apply, please email contact@thefibreco.com attaching a pdf file of your CV together with a covering letter that addresses how your qualifications and experience meet each of the functional duty areas described above.

