



Fine Art Textiles  
Painting Supports, Furnishing Fabrics

## Russell & Chapple Job Description March 2018

### **Position:**

Sales and Office Assistant – Full time

A mix of retail, phone sales and office/admin related work with an immediate start.

### **Location:**

Store Street Office and Shop, Bloomsbury, London WC1

### **Company Profile**

Russell & Chapple (Brodie & Middleton Ltd t/a) is an artists' canvas specialist. The product range is wide and our main customers are artists, theatres, colleges, digital printers, and designers. The company offers a wide variety of products aimed at the creative professional.

The Store Street site currently operates as both a retail and administrative centre and the premises are shared with our sister company Store Street Framing. Dispatch is mostly through our warehouses situated in North London. A team of 25 people work in the business. The company also trades under the name of Brodie and Middleton, supplying theatre paints, flame retardants and a range of related scenic materials.

### **Job Specification and Key Accountabilities**

This is a position of responsibility in the business, working closely with the site Manager and Customer Service Supervisor to ensure the smooth and efficient running of the office and sales operation. On a day to day basis the job will mainly involve the mail order function of the business. This includes taking and processing orders, dealing with customer enquiries and taking payment as well as managing online orders through our websites. The Sales & Office Assistant will be based at the Store Street office, but can be asked to work from the Tottenham warehouse when required.

The chosen candidate will be expected to become competent in using the computer system to access customer information and process sales orders.

#### Financial

- Settlement of sales invoices by credit card, cheque, PayPal and bank transfer
- Weekly banking of cash
- End of day cashing up of tills and production of daily financial records

#### Operational

- Manage the mail order function, including:
  - Taking orders by phone, fax, e-mail & e-commerce sites
  - Processing orders, including taking payment & arranging dispatch
  - Controlling the flow and scheduling of orders
  - Communicating effectively with the warehouse, retail, production and delivery companies to ensure the timely dispatch and delivery of orders



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Communicating effectively with customers at all stages of the order process, including managing the status of on-line sales

- Organise the daily dispatch of post
- Perform regular back-ups of the IT systems
- Ensure that all sales leads, enquiries, and quotations are resolved in a timely and efficient manner
- General administrative duties, including office management and record keeping
- Other reasonable duties, as and when required

### **Person Specification**

This position requires the following qualities and experience:

#### Essential

- Good knowledge of artists' materials, ideally with a specialist knowledge of painting supports
- Commercial experience in a retail or mail order context
- The ability to work in a pressurised environment, meeting daily deadlines for order processing and dispatch
- Ability to work unsupervised, make decisions and use own initiative
- The ability, and proven experience of establishing and developing productive relationships with customers
- High levels of motivation and the ability to motivate others
- Ability to manage conflicting priorities
- Problem solving abilities
- Ability to display high levels of accuracy
- Positive, 'can do' attitude
- Professional telephone manner
- Numerate
- IT skills, including a working knowledge of Excel

#### Desirable:

- Familiarity with sales software such as SAP, Access or Mamut
- Knowledge of digital printing
- Knowledge of textiles

### **Salary**

£18,000 pa

Holiday entitlement is 20 days, plus public holidays.

There are opportunities to assume greater responsibilities for a larger salary over time.

**Closing date for applications:** 6<sup>th</sup> April 2018

Russell & Chapple (Brodie & Middleton Ltd t/a)  
30 – 31 Store Street, London WC1E 7QE  
Tel: 020 7836 7521 Fax 020 7636 8733  
[www.randc.net](http://www.randc.net)



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Please send a full CV along with a covering letter to:

The Manager  
Brodie & Middleton Ltd  
30-31 Store Street  
London WC1E 7QE

Or via email to: [jobs@randc.net](mailto:jobs@randc.net)

Our business is part of a small, specialist artists' materials manufacturing and retail group and other opportunities may exist within the group.

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