

Job Title: Office Manager

Annual Salary - £26,500 to £29,500

Duration: Permanent

Full time/Part time: Full time

Weekly Hours: 37.5 hours per week

Working Hours: 0930-1750, Monday to Friday

SMASS Ltd t/a Bespoke Seams is a distinguished company in the retail landscape by offering a diverse range of garments tailored for both children and adults, each adorned with personalized messages, pictures, and designs. Through the innovative touch of customization, Bespoke Seams infuses individuality into every piece, fostering a deeper connection between customers and their apparel. Bespoke Seams are looking for an Office Manager.

Interested candidates are advised to email their CV at the following address:
Info@bespokeseams.com

Main Job responsibilities of Office Manager will include:

- Develop and implement strategies to increase sales, setting achievable targets and timelines.
- Analyse sales data to identify trends, opportunities, and areas for improvement.
- Cultivate strong relationships with existing and potential customers to foster loyalty and repeat business.
- Provide leadership and guidance to the sales team, setting clear goals and expectations.
- Coordinate inventory levels to ensure adequate stock availability while minimizing excess inventory.
- Collaborate with the marketing department to develop promotional campaigns and sales collateral.
- Oversee order processing and fulfilment to ensure timely and accurate delivery of products.
- Solicit and analyse customer feedback to identify areas for improvement in products and services.
- Manage the sales budget effectively, monitoring expenses and revenue to ensure profitability.
- Develop key performance indicators (KPIs) to track sales performance and progress towards targets.
- Stay informed about industry trends, market dynamics, and competitor activities.
- Collaborate with other departments to align sales efforts with overall business objectives.

Skills and Knowledge

- Capability to lead and motivate a sales team towards achieving targets.

- Capacity to develop and execute sales plans aligned with business objectives.
- Proficiency in analysing sales data to identify trends and make informed decisions.
- Skill in building and maintaining strong customer relationships to foster loyalty.
- Understanding of basic marketing principles to collaborate on promotional campaigns.
- Knowledge of inventory principles to optimize stock levels and minimize excess inventory.
- Ability to manage sales budgets and monitor expenses to ensure profitability.
- Capacity to adapt to changing market conditions and overcome setbacks.

Salary and Benefits:

The salary guaranteed for this post would be between £26,500 to £29,500 p.a. and depends on successful candidate's experience and qualification.

Special Note:

Our hours of operation are Monday to Friday; 09:00am to 17:30pm. However, our online sales operate 24 hours and orders are dealt with under the terms and conditions of the sale.

Location:

Unit 23, Sigma Way BizSpace Business Park Kings Road, Birmingham, B11 2AL