

Business Development Administrator.

The Business Development Administrator will play a vital role in supporting the business development team, ensuring smooth operations, and contributing to the company's growth.

The role of the Business Development Administrator is to offer day-to-day support for the Sales, Customer Service and Design teams with responsibilities including co-ordination, communication or information and document management.

Excellent organisation and communication skills are essential in ensuring timings and critical paths are met and conform to the agreed requirements of the customer and the business. Providing the production teams with all information required for bulk production and supporting the sales team in securing new business and retaining our current customer base.

Responsibilities.

- Raising sample instructions.
- Keeping customer collection sheets up to date with all relevant information and visual aids.
- Keeping customer visit and meeting notes/spreadsheets up to date and note taking in these meetings where appropriate.
- Work with the archive and design team to ensure that customer reservations are kept up to date and accurate using our annex.
- Attend weekly design and critical path meetings, collating collection details in preparation.
- Liaising with customers regarding critical path deadlines, ensuring that these are kept on track. Communicating with the Design, Sales, Planning and Customer Services departments to ensure that timings are kept with regards to initial prints and critical path.
- Extracting data and running through critical path and production reports to ensure that Design-related information is populated and readily available for weekly meetings.
- Writing disposal agreements, and updating contracts with customers, including the use of our archive in terms of royalty agreements.
- Following up on royalty reports with customers.
- Following and updating department SOP's.
- Using UPS to post out samples to customers.
- Supporting the sales team in providing quotes and pricing for new and existing customers.
- Opening entry-level customer accounts and supporting these alongside the sales team and customer services.
- Populate product specification sheets for use by the sales and quality teams.
- CFA submission on all initial prints and follow these up on approval.
- Supporting the technical and quality team on customer quality queries.



- Supporting the design and sales team on raising PO's and adding design/archive royalty charges, and screen orders to the ERP system.
- Monitor screen stocks for the Engraving department and raise engraving instructions through the ERP system.
- Support on all relevant ERP data entry for the customer services, sales and design teams.
- Dealing with customer queries and providing solutions to these.
- Keep good standards of housekeeping.
- Filing systems to be kept organised and to follow SOP's.
- To comply with all health and safety requirements.
- To carry out all other reasonable duties as requested.

Measures of Success.

- Maintaining and nurturing long-term relationships with clients and prospects.
- Handling issues or challenges clients may face and providing appropriate solutions.
- Business documents, contracts, and meeting notes are prepared and maintained.
- Ensuring that data, reports, and communications are accurate and well-prepared.
- The sales team have all documents and data needed for travelling to business meetings.
- All department SOPs are followed.
- Deadlines are met and critical paths are monitored and kept on track.

Connecting with others.

- High standards of communication with external customers in person and via email, Teams and the phone.
- Keeping very good levels of communication between departments throughout the business, to ensure workflow is efficient
- Ability to communicate with others at all levels of the business and across departments.
- Clear and concise meeting notes.

Skills & Experience.

- Proven experience in an administrative, customer service or business development support role is highly desirable.
- Prior experience in a customer-facing role.
- Proficient in the use of Microsoft Office.
- Strong time-management skills and multi-tasking abilities
- Aptitude for learning new software and skills quickly.
- Strong written and verbal communication skills
- Knowledge of different fabric substrates and print methods
- Good knowledge of manufacturing process



- Familiarity with ERP software and business development tools is an advantage.

Behaviours.

- Strong attention to detail
- Extremely organised. Effective time management; prioritising tasks and managing multiple deadlines.
- Self-motivated
- Proactive: Ability to take initiative and work independently with minimal supervision.
- Team-Oriented: Comfortable working collaboratively with a diverse group of professionals.
- Adaptable: Flexible in a fast-paced, changing environment.
- Problem Solver: Approaches challenges with a can-do attitude and a focus on finding solutions.
- Customer-Centric: Understanding of the importance of customer relationships and delivering exceptional service.
- Polite and helpful
- Punctual and dedicated

If you wish to apply, please send your CV to jobs@sandersondesigngroup.com

About Us.

Sanderson Design Group is an international luxury interior furnishings company that designs, manufactures and markets wallpapers and fabrics together with a wide range of ancillary interior products.

In 2020, we brought our portfolio of brands home to Sanderson Design Group, evoking the combined longevity and prodigious creative history of our brands. Sanderson Design Group describes the ebullience of our past endeavours. It sketches the outline of our future. A collective of quintessentially British luxury interior brands and 2 manufacturing brands, at Sanderson Design Group we are Sanderson, Morris & Co., Zoffany, Harlequin, Clarke & Clarke, Scion, Anstey Wallpaper Company and Standfast & Barracks.

Our purpose is "To bring the Beautiful into People's Homes and Lives". This has defined and shaped our brands since our very earliest days. The oldest brand in our arsenal, from where we derive the namesake of our group, began life in 1860, as an importer of fine French wallpapers to London. Arthur Sanderson & Sons Ltd played a pivotal role in defining English interior decoration tastes and its early success led to displaying designs at London's finest showroom, at Berners Street. Around this time in 1924, Arthur Sanderson & Sons Ltd were awarded The Royal Warrant, becoming "purveyors of wallpaper and paint" to the court of George V.



We recognise that each one of our brands contributes a unique chapter to our story. It is why we represent the full spectrum of British interior design, catering from cutting-edge sleek modern styles, to the hearty warmth of traditional forms.

Our decision to rebrand as Sanderson Design Group in 2020 is our way of paying homage to our rich history, as well as marking our path towards a new future. As custodians of over 160 years of design experience, we are proud to Bring the Beautiful into People's Homes and Lives. We are Sanderson Design Group.