



Ecommerce & Shop Assistant – Standfast & Barracks

Based in Lancaster, England

The Role:

This role provides assistant with our Ebay, Telesales and web-based sales, factory shop and social media for the Standfast & Barracks business. You will be providing administration support for all web based sales as well as keeping our social media channels up to date in order to maximise sales and customer satisfaction. This role will require you to work some weekends.

Specific Responsibilities

- Delivering excellent customer service to both our Shop and Web customers
- Dealing with e-commerce/e-bay sales
- Following up with sales enquiries
- Examining cloth prior to despatch, organising & despatch of orders
- Liaising with Courier
- Organising & recording stock
- General administration & serving duties within the factory shop
- Research online shopping websites
- Update social media sites
- Uploading fabric examples onto new website
- Assisting with shop tele-sales
- Manual handling of fabric rolls (up to 25kg)

Essential Skills and Experience Required:

- Educated to at least GCSE Grade C in Maths & English
- NVQ2 in Customer Service desirable
- Previous experience in a similar role is desirable
- IT Literate with
- Confident internet user
- Experience with online shopping websites & use of social media for business use
- Good communication skills, both written and verbal
- Good organisational & prioritisation skills
- Excellent IT skills
- PC literate

What's in it for you:

As a Standfast & Barracks employee, you will enjoy a competitive financial package, generous staff discounts as well as licensed products and 27 days annual leave. If this sounds like the next step in your career - make your application today! We're looking forward to hearing from you! You must meet the legal requirements to apply for this job. At Standfast & Barracks we are committed to providing equal opportunities to all applicants and, and we welcome applications from candidates with diverse backgrounds.



Why join Standfast & Barracks?

Standfast & Barracks is one of the most versatile and innovative fabric printers in the world. We produce the finest quality prints for many design-led home furnishings and apparel brands on the market today. **We are innovators**, offering some of the **most advanced digital printing techniques available worldwide**, and in turn, we create long-term relationships with our customers who work with us because we are experts, passionate about what we do and focused on excellence.

Our factory, established in 1924 has been in operation for nearly 100 years and continues to produce prints combining both traditional and innovative cutting-edge technology. We offer a choice of several fabric printing techniques, from conventional rotary and flatbed screen printing using vat, reactive, pigment, disperse, discharge and acid dyes to the latest ink-jet digital technology for short runs and special designs. Whatever the process, quality and service is assured.

We don't just stay up to date with the latest digital techniques – *we invent them.*

We create styles that celebrate a passion for colour, texture, craftsmanship and innovative design. We are a global leader in interior design and we are proud to manufacture, market and distribute our brands around the world. We employ approximately 170 employees in Lancaster.