



## Job Description:

### Production Assistant/Creative Studio Technician (Blended role, Part-Time)

#### Purpose

The purpose of this role is to ensure the timely and efficient production of our fabric craft kits and retail fabric orders. The post-holder will alternate between two similar roles – Production Assistant, which is responsible for preparing, cutting and packing fabrics and other items into high volumes of kits; and Creative Studio Technician (CST), which is responsible for selecting, cutting, packing and posting individual retail orders. They will need to work within strict safety standards and to tight deadlines.

#### The shape of the role

This is a part-time, variable role, and the post-holder must be able to meet the following work demands:

- 12-24 work hours per week, over 2-5 weekdays, 52 weeks p.a. (less annual leave).
- Work schedule is decided in negotiation with the post-holder as regards efficient use of the workspace.
- The place of work is Darkes Barn, Conderton, GL20 7PP.
- All staff are expected to attend “All Staff Meetings” (half a day, 3-6 times per year), whether this is on a usual working day for them or not.

#### Salary

£10.13 per hour.

#### Annual leave (AL)

25 days p.a. plus UK bank holidays, pro rata. AL accrues based on total time worked. There is a reasonable limit to how much leave that can be taken during school holidays.

### Key Responsibilities

Primary responsibilities (Production role):

1. Producing fabric craft kits in bulk for specific wholesale orders and to re-stock our trade department and retail studio, usually in advance of anticipated sales.
2. Calculating quantities of fabrics and notions necessary to produce orders.
3. Cutting fabrics using scissors and electric and manual rotary cutters.
4. Helping to select fabrics for use in craft kits, according to agreed aesthetic criteria and/or the customer's requirements for specific themes or colourways.
5. Pressing fabrics when necessary.
6. Printing and folding of packaging, instructions, and patterns to correct scale on appropriate paper.
7. Arranging and packing individual kits products so that they are well-presented for onward sale, and securely packing goods in boxes.

Primary responsibilities (CST role)

8. Cut, fold and pack fabric and other products, to fulfil retail customer orders.
9. On a computer, process the outgoing post ready for collection.
10. Update and use the company's fabric stock system (an Excel spreadsheet).
11. Regularly communicating with colleagues to ensure order fulfilment processes run efficiently.
12. Serving customers who visit the studio, helping them to choose fabrics, and taking payment.
13. Keep studio and stock areas tidy and functioning smoothly.

Occasional responsibilities:

14. Suggesting and implementing improvements to efficiency, working with others to improve workflows across the business.

15. Estimating and agreeing the production schedule in line with the business's priorities and customer's requirements.
16. Liaising with courier companies and customers' warehousing facilities to book order collections.
17. Identifying and resolving problems in the manufacturing and fulfilment process.
18. Printing and checking new retail orders.
19. Ordering and receiving new stock or consumables such as packing materials, counting-in and checking it matches the relevant delivery record.
20. Supporting the stocktaking process by counting, weighing or measuring products and stock, and inputting accurate records.
21. Helping in the general smooth running of the site (e.g. recycling, box-folding, tidying, sorting out storage areas).
22. Other tasks as delegated by management, commensurate with the skills, training, and level of responsibility of the role.

## **Person criteria: Qualifications and experience required**

### **Essential criteria**

- Proven ability to work independently, quickly and accurately in a production environment, with excellent attention to detail.
- Unphased by repetitive manual processing tasks.
- Good time management and self-motivation skills.
- Able to lift and move heavy bulky items and be on your feet for extended periods of time.
- A minimum of five GCSEs grade A-C (or equivalent), including Maths and English.
- Good working knowledge of office software, e.g.: Word, Excel, web browsers (Safari or Chrome), and Outlook.
- Able to work well and multi-task under pressure to tight deadlines.
- Strong organisation and communication skills.
- Ability to deal with problems and setbacks calmly and resourcefully.

### **Desirable criteria**

- Experience working within an order fulfilment environment.
- Fabric-cutting skills, preferably using a rotary cutter.
- Experience working with fabrics, e.g. quilting, soft furnishings or dressmaking.
- Living locally (approx. 30 min travel time) and able to offer extra working hours if requested.

## **About our company**

Our mission is to get more people loving sewing; we believe in joy in the making.

We are an on-line retailer of fabrics. We sell a huge range of Liberty cotton, pre-cut fabrics, sewing kits and patterns. In addition, we make and sell Liberty fabric lifestyle accessories, both to trade and public customers. We are a global company with a large and creative customer base. Our websites [www.alicecaroline.com](http://www.alicecaroline.com) and [www.alicecarolinetrade.com](http://www.alicecarolinetrade.com) are go-to destinations for Liberty lovers.

The Alice Caroline staff enjoy working together to help our customers produce creative sewing projects they can be proud of. Most of us work part-time hours and therefore enjoy a good work-life balance, whilst appreciating and tolerating the various challenges which part-time working brings. This role offers the opportunity to work in a dynamic but relaxed setting, and work with beautiful Liberty fabrics.

### **Company values**

- Friendly, helpful and enthusiastic
- Making it easy for customers to get what they need
- Fair, flexible and supportive employment practices
- All in it together.