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Office Manager – Luxury Bathroom Design Showroom

Location: Ribble Valley, Lancashire

Hours: Monday – Friday, 9 AM – 4 PM (35 hours per week)

Salary: £30,000 - £40,000 full-time salary depending on experience

About Us

Ribble Valley Bathrooms is a luxury bathroom design studio, specialising in bespoke, high-end bathroom solutions. We are seeking a motivated and detail-orientated Office Manager to play a key role in coordinating our showroom, client projects, and aftercare.

The Role

As the Office Manager, you will take charge of project administration, ordering, coordinating installations with head of install, and ensuring a seamless customer experience from point of order to aftercare. You will be the go-to point of contact for clients once they've confirmed their orders, handling communication, scheduling, and assisting with all aspects of the business to ensure smooth operations.

Key Responsibilities

Project Coordination & Order Management

- Take over client communications once the sale is confirmed.
- Process and manage supplier orders and ensure products are delivered on time.
- Schedule deliveries with clients and install teams and ensure all projects stay on track.
- Track the progress of ongoing projects and resolve any issues before they arise.
- Ensure project timelines are met and act as a liaison between clients and installation teams.

Client Liaison & Aftercare

- Be the primary point of contact for clients during and after the installation process.
- Provide regular updates to clients on the progress of their projects.
- Ensure exceptional aftercare, managing any queries or issues post-installation.
- Ensure all client feedback is gathered and handled appropriately, ensuring client satisfaction.

Showroom & Administrative Support

- Maintain an organised and presentable showroom at all times.
- Support with general admin tasks, including invoicing, filing, and client records.
- Assist the owners with scheduling and any ad-hoc administrative duties.

- Help manage showroom inventory and stock levels.
- Handle incoming phone calls, emails, and general client inquiries efficiently.

Who We're Looking For:

- **Experience in office management or project coordination.**
- **Strong customer service skills** – you'll be managing high-value clients and projects.
- **Excellent organisational skills** – you'll manage multiple projects and deadlines simultaneously.
- Proficiency in **Xero, QuickBooks**, or other accounting software is a plus but not essential
- **Attention to detail** and a proactive approach to problem-solving.

Key Requirements:

- Must hold a valid full UK driving license.
- Previous experience in office/project management or a similar role is preferred.
- Strong organisational and communication skills.
- Ability to manage multiple tasks and priorities effectively.

What We Offer

- ✓ **35 hours per week** (Mon-Fri, 9 AM – 4 PM) with company pension.
- ✓ **Competitive salary** based on experience (£30,000 - £40,000).
- ✓ **A friendly and supportive work environment** in a growing business.
- ✓ **An important role in a high-end, design-focused company**, offering a unique opportunity to help shape the client experience.

How to Apply

Please send your CV and a cover letter to hello@ribblevalleybathrooms.co.uk detailing your relevant experience.